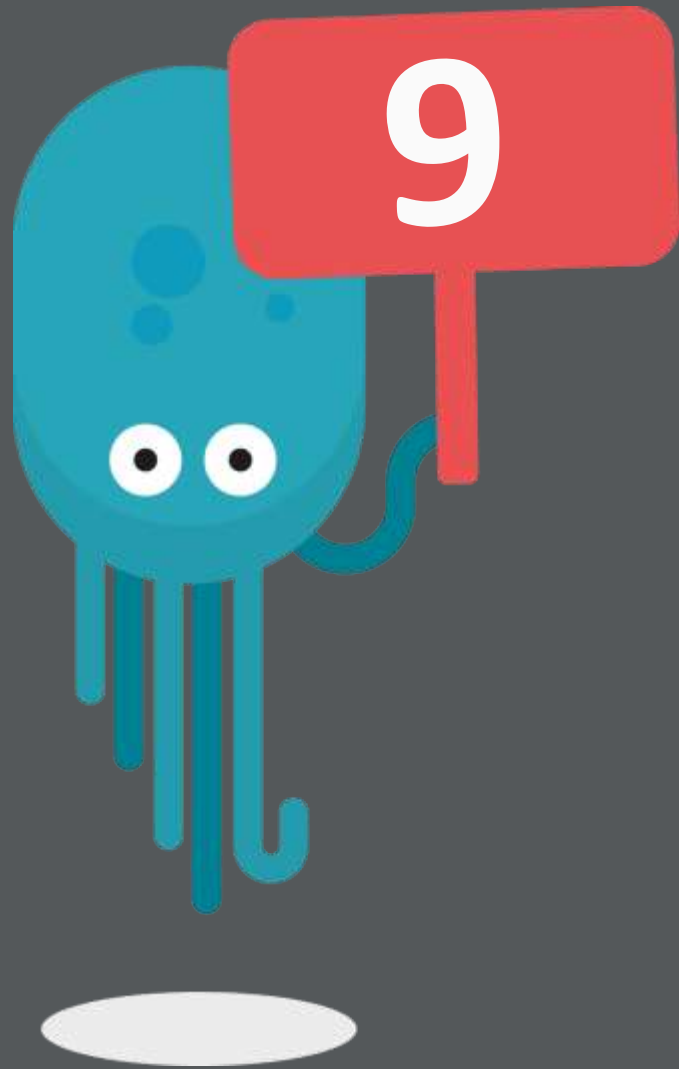


**diabolocom**  
Customer interaction. Augmented.



Focus on  
customer  
experience, not  
technology

**39%** of UK contact centers have moved  
to cloud

**53%** plan to do so  
within 3 years



### Scenario

87%

Save

TEMPLATES

BLOCK LIST

- Calendar
- Call transfer
- Check Date
- Check attribute
- Counter
- Text
- Queue
- Survey
- Text to Speech
- Voice message...
- Call distribution
- Callback
- Check Time
- Code
- Email
- Pause
- Send
- Table lookup
- Voice menu
- Webservice

CONFIGURATION

Voice menu

MESSAGE \*

UK Welcome

MESSAGE DISTRIBUTION GROUP \*

FR Welcome

MESSAGE WEBSERVICE NAME \*

MUSIC DIABOLO SEULE

SPOT MAX DURATION \*

5

MAX TIME \*

3

INTERMEDIATE

ADD KEY PAIR

0 1 2 3 4 5 6 7 8 9 \* #

ADD KEY PAIR

1 2 3 4 5 6 7 8 9 \* #

Add Exit Key

@@@.BLOCK.values

SCENARIO BLOCKS

- Voice messaging
- Voice menu
- Email

NAVIGATION



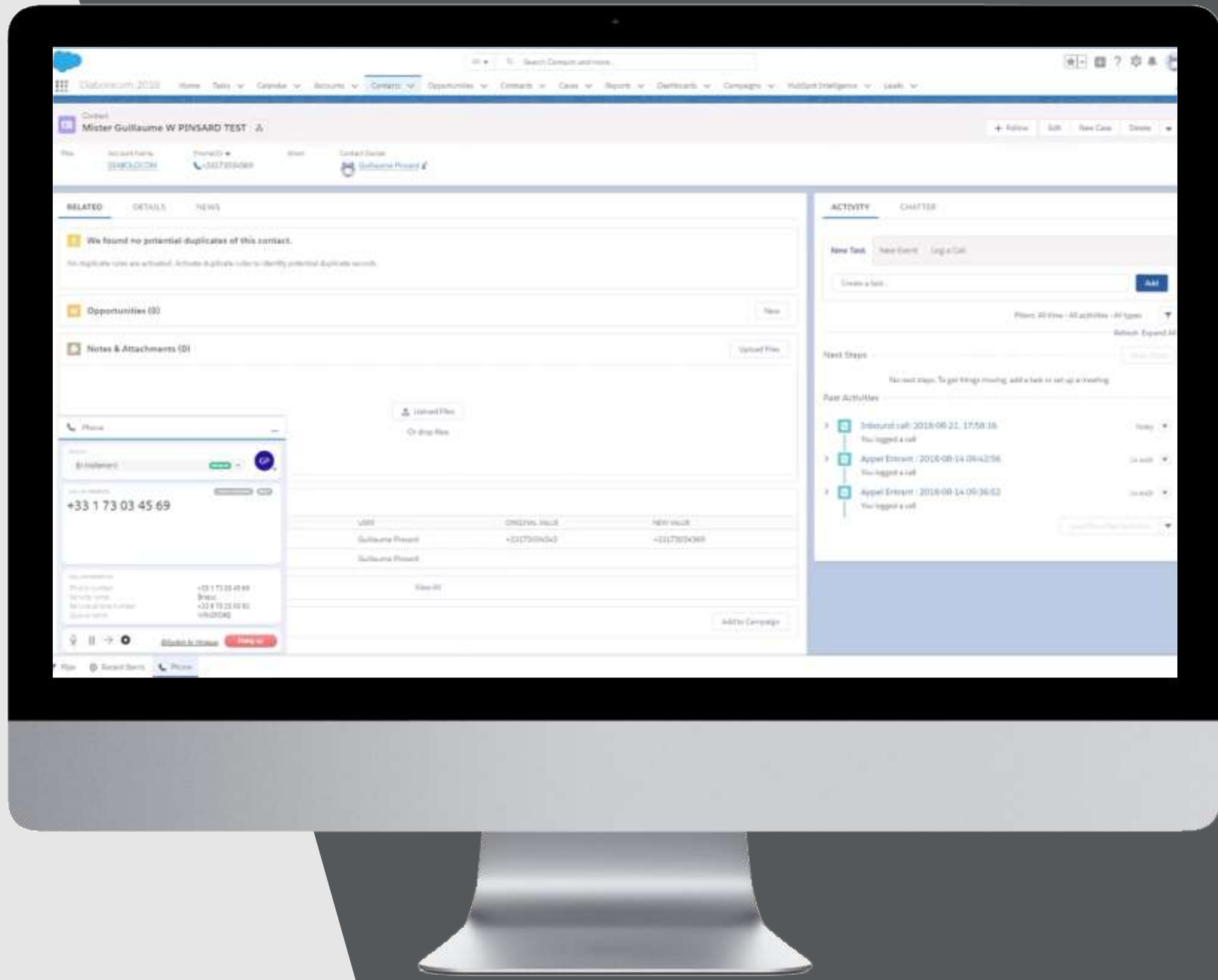
To provide  
personalization,  
you need CRM  
integration

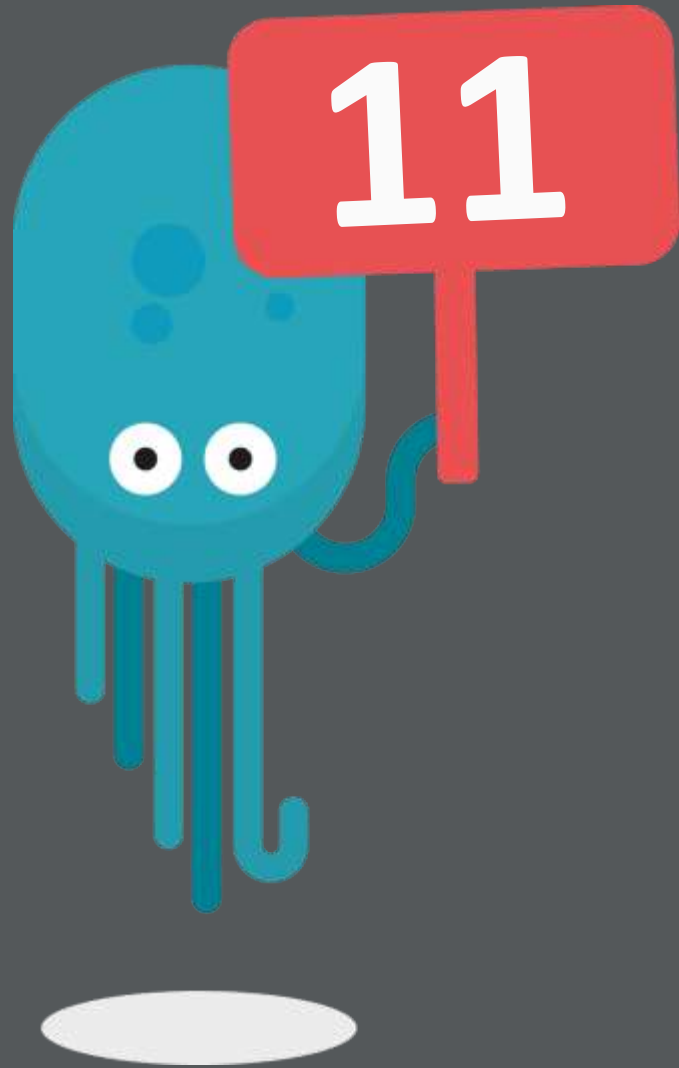
PH\*ТОВОХ moonpig





ORACLE





To improve  
efficiency, you  
need to know  
your activity





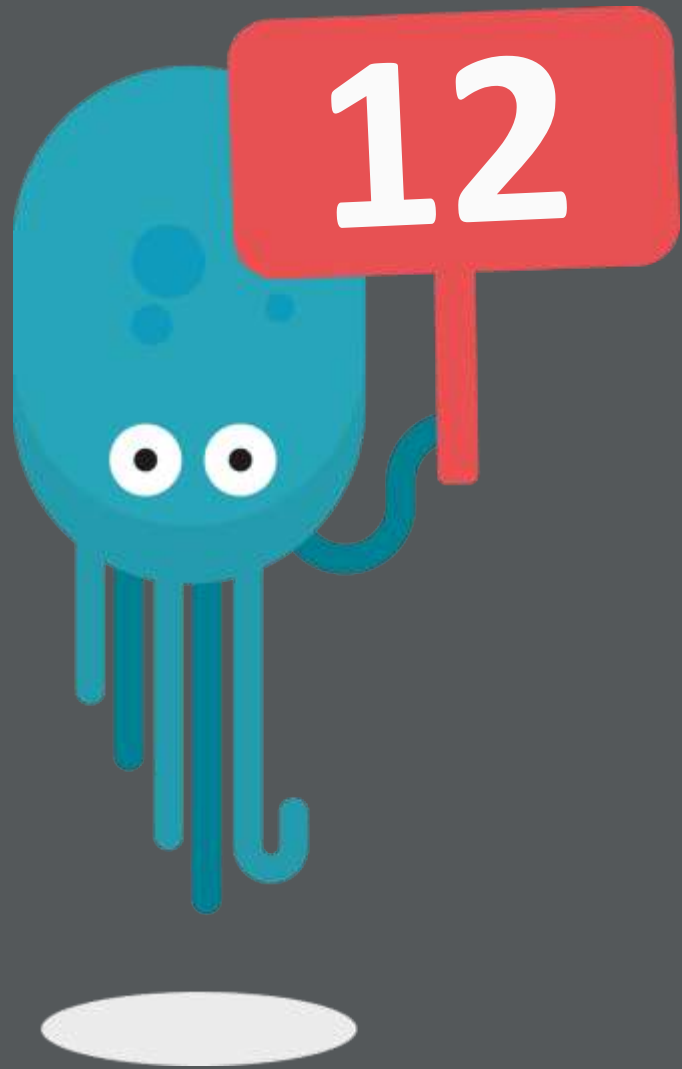
Analyse flows



Identify skills



Improve routing



Be proactive !

**+10%**

Of inbound calls  
could be  
avoided



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Customer interaction. Augmented.