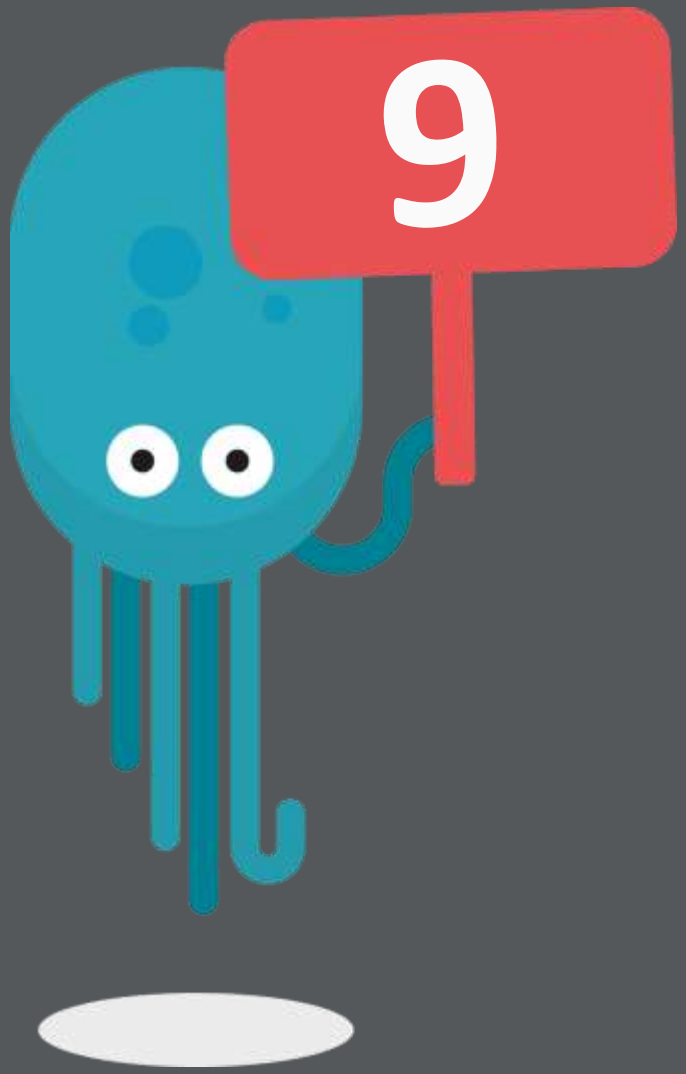
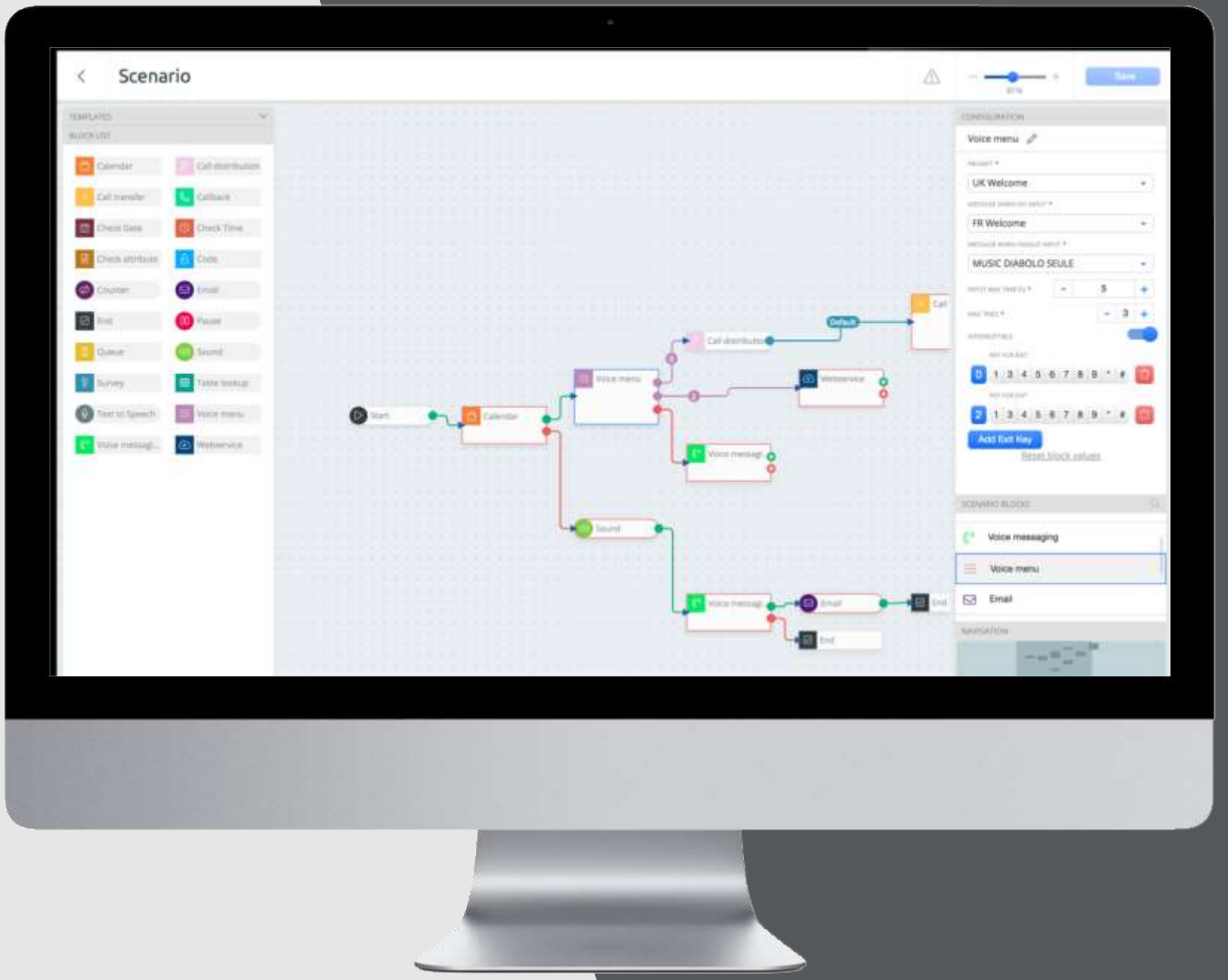
diabolocom
Customer interaction. Augmented.



Focus on customer experience, not technology

39% of UK contact centers have moved to cloud

53% plan to do so within 3 years


Scenario
Save
Voice menu
UK Welcome
FR Welcome
MUSIC DIABOLO SEULE
Add Exit Key
Voice messaging
Voice menu
Email

To provide personalization, you need CRM integration

PHOTOBOX
moonpig

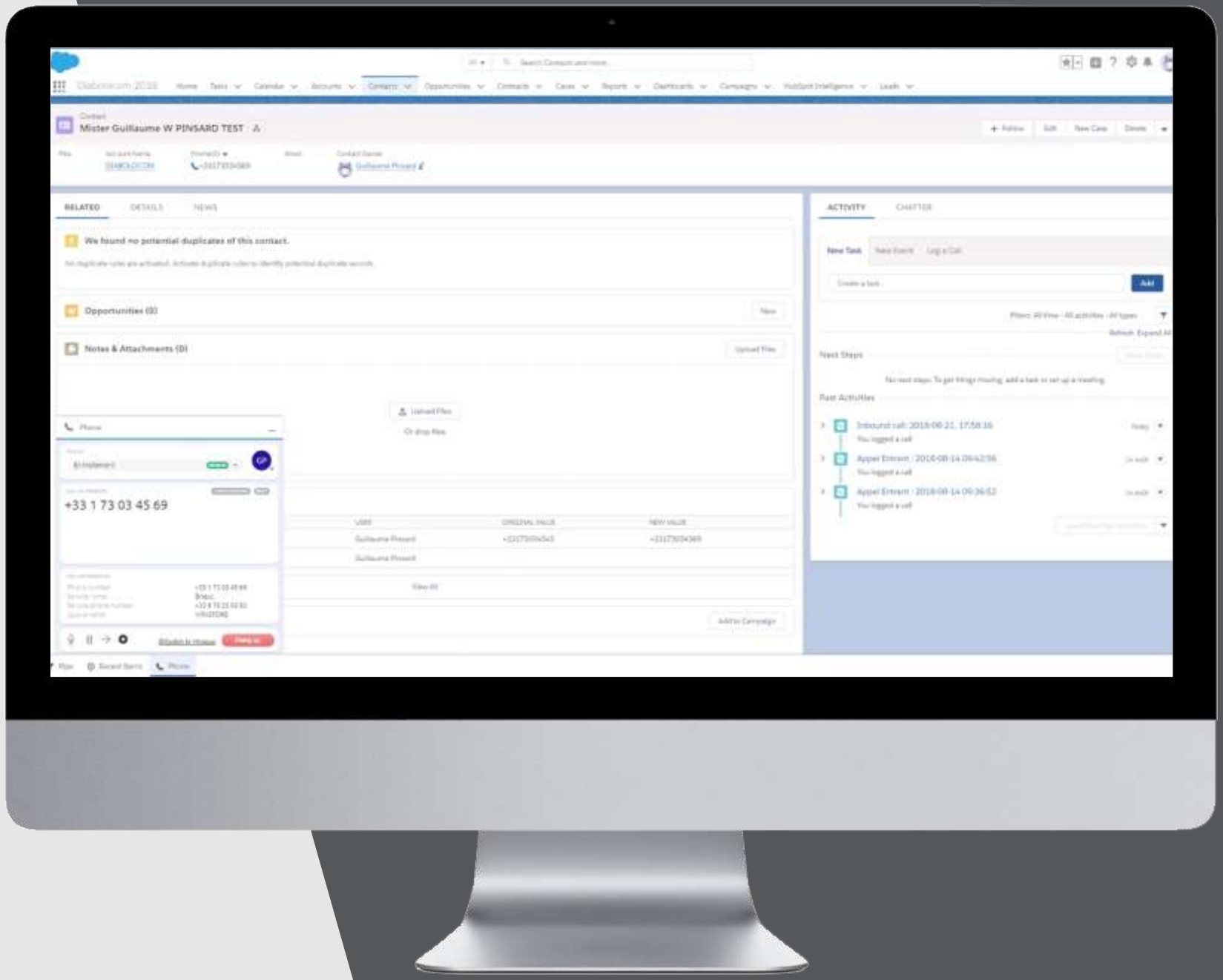
salesforce

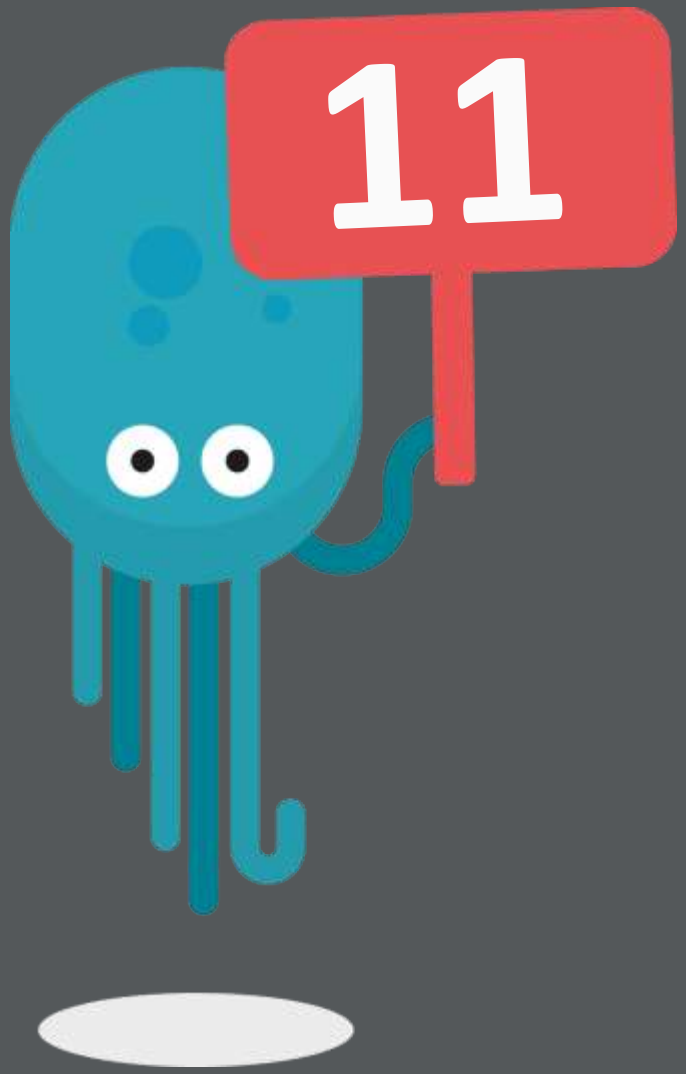
ORACLE

Microsoft Dynamics

zendesk

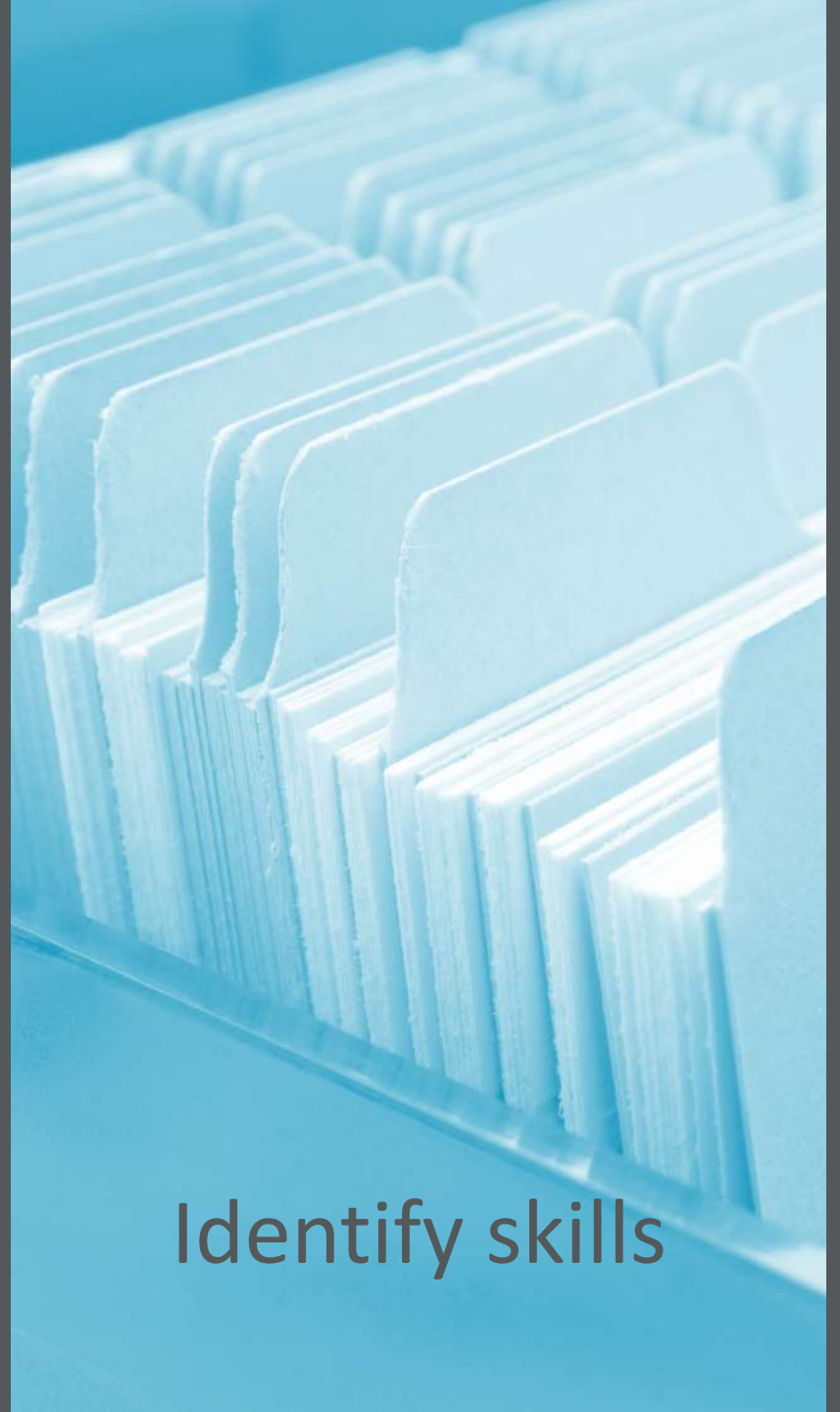
HubSpot



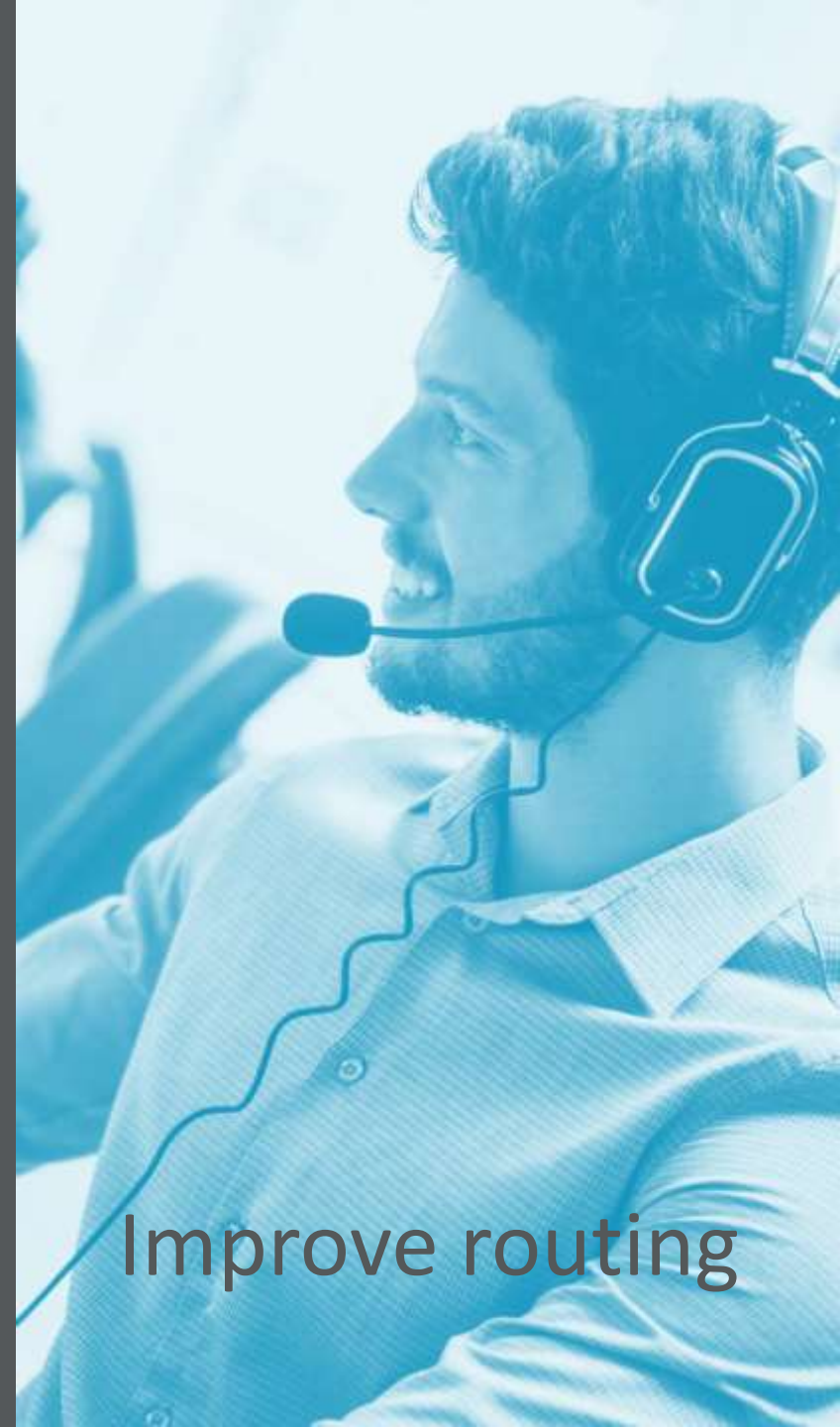


To improve efficiency, you need to know your activity

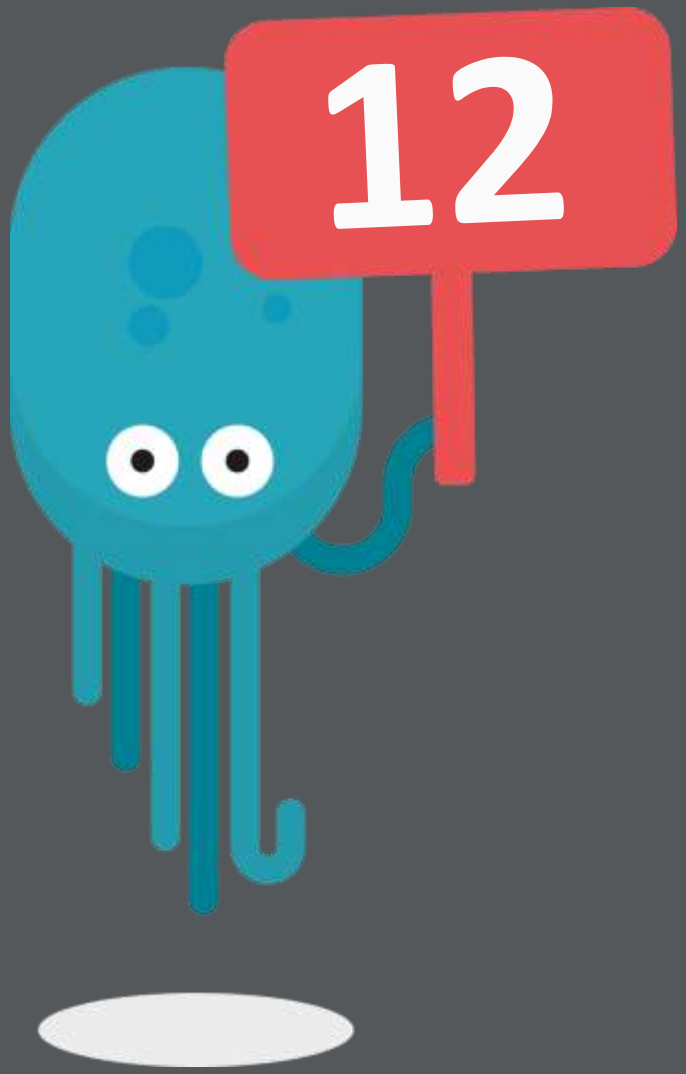
Analyse flows



Identify skills



Improve routing



Be proactive !

+10%
Of inbound calls could be avoided

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