Revolutionize customer engagement with

B'yond CCaaS Solutions

www.byondplatforms.com

B'yond

Powerful. Intuitive. Seamless.

Highlights

- Single-tenant & Multi-tenant
- Advanced dialers
- Multilevel IVR
- In-built webphone
- In-built basic CRM
- In-built ticketing system
- Skill based mapping
- Remote agent
- Audio conference
- Answering machine detection (AMD)
- Live call monitoring
- 100% voice loging
- Real-time analytics & reports
- Third party software integration

Remote features

- Remote agent
- In-biult WebRTC phone
- Highly secure
- Call forwarding to mobile
- Call bridging
- Call recording

Our platform's capabilities

- Configurable scripts
- Lead management
- Easy agent management
- Agent callback management
- Outbound job sceduler
- Easy to configure call routing
- Music on hold (MOH)
- Voicemail
- Multi-lingual support
- Trunk/Gateway management
- DID management
- Campaign management
- In-built ticketing system
- Sticky agent
- Barge-in/Counching/Whisper
- Recording playback
- Download options

- Dashboard
- Real-time queue & agent status
- Theme selection
- Week off mode
- Holiday mode
- DNC Control
- Automatic missed call
- Abandoned call dialing
- Call disposition details
- Agend break details
- Real-time call status
- Multi-user login
- User wise time zone
- Real-time campaign monitor
- Time conditions based inboundcall routing

Advanced dialers

· Predictive

· Auto

· Progressive

· Promotional

· Preview

· Manual

Call transfer to

· Agent

· Queue

· Supervisor

· External number

Call conference with

· Supervisor

· External number

Unleashing our unraveled strength

Product customization

Easy deployment

Attractive UI / UX

Robust & Secure

Seats

Single server: 200

Distributed server: 500

Cluster server: 2,000+

Concurrent calls

Single server: 500

Distributed server: 1,500

Cluster server: 5,000+

2,000+ seats and 5,000+ concurent calls through a cluster architecture

Amplitech: supercharging software with add-on modules

AI Chatbot

Whatsapp bot

Voice transcript (recording & voicemail)
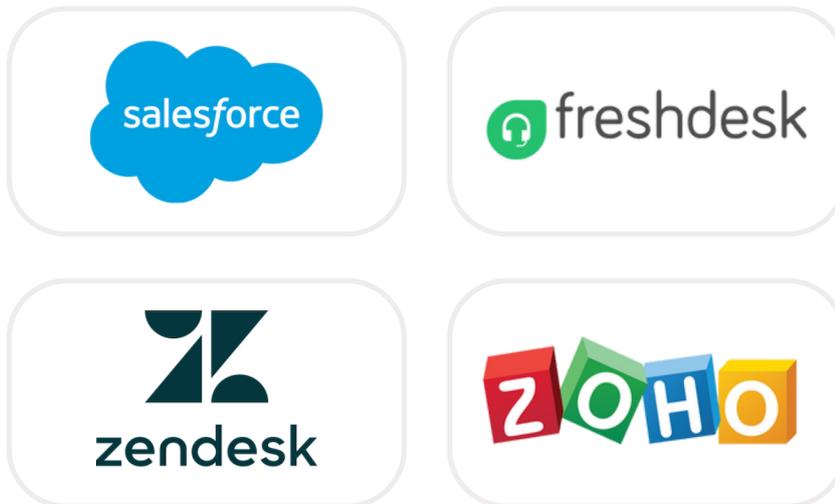
Quality analysis

Whatapp broadcasting

SMS broadcasting

Survey module (IVR & agent)

Third-party integrations

With seamless support for third-party integration, B'yond effortlessly integrates with your existing tools and systems, ensuring a smooth and efficient workflow.

CRM integrations

salesforce

freshdesk

zendesk

ZOHO

Social media integrations

The B'yond Platform's advanced social media integration capabilities empowers you to connect with your audience whereever they are, leveraging the power of social platforms to enhance customer engagement and support.

| Facebook | Instagram | Twitter | Whatsapp | Telegram |

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