



**It's Now  
Easier To  
Communicate  
With Your  
Customers**

# The Deltapath Omnichannel Contact Center

## From Chat to Voice to Video

Companies worldwide are turning to contact centers to fulfill a variety of services. Hard on the heels of this quest is omnichannel customer experience (CX), which is quickly becoming the primary competitive differentiation source.

Our feature-rich contact center solution is ready to help you compete with multiple communication channels that help you enhance real-time support, upgrade customer experience, drive faster conversion rates, and improve agent utilization.

# What Is Omnichannel Communication?

Creating a powerful digital experience with an omnichannel contact center allows your customers to move seamlessly between different communication channels:

- Voice
- Video
- Automation (Voice Bot, IVR, Chatbot, Task Bot, Agent Assist)
- Social Apps
- Email
- SMS Text Messaging

Conversations that begin on a social app like WhatsApp can seamlessly move to a video call or another communication channel without pause. Information is never scattered and eventually lost over different channels because agents retain a full view of the communication journey on their console.

## Transform Operations By Modernizing Your Contact Center

### Improve Customer Support With Live Chat

People are bound to have questions about your products or services. They can conveniently initiate a chat in real-time with an agent when they do. We offer multi-channel live chat for customers that can be activated on your website or a social app, including **Facebook, Instagram, Line, Telegram, Twitter, WeChat, and WhatsApp.**

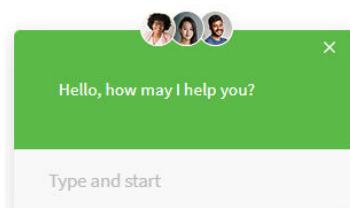
With live chat, agents can help customers navigate your website, answer questions immediately, and remove hesitation in the buying process by simply offering excellent and fast customer service. When the situation arises, agents can escalate a chat to a video or audio call with a touch of a button.

### Speak Your Customer's Language With Auto Translate

Since customers can come from many parts of the world, you need to ensure there are no language barriers. Both agents and customers can speak in their native language when accessing your website's Live Chat message window. Language barriers are a thing of the past with the auto-translate feature.

### Improve Agent Utilization With Video

Enabling video in your contact center provides new ways for agents to be resourceful. Imagine an agent helping your customer fill out a document or helping troubleshoot equipment problems in real-time. Personalized support and real-time video support increase customer satisfaction and help you deliver an exceptional experience to every customer.



Our Team

Before we start the chat, lets gather some of your contact information so we can better assist you.

Name  
Jane Doe

Email  
Jane.doe@example.com

Phone  
09978451136

Company

Start Chatting

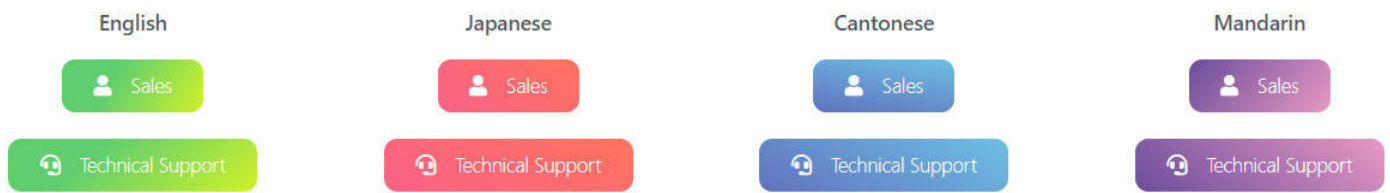
Powered by Deltapath

### Engage Customers In Conversation With A Voice Bot

The Voice Bot allows you to provide service to your customers simply by speaking. Powered by artificial intelligence and Natural Language Processing (NLP), the Voice Bot can understand a spoken question or request and structure a fitting audio response. Easy to build and deploy, the Voice Bot offers huge opportunities to elevate your customer service strategy.

## Create Multilingual Video Hotlines

Create multilingual customer service hotlines to support customers from anywhere in the world. Customers can easily click to initiate an on-demand video call with an agent directly from your website. There is no need for customers to schedule an appointment or install software.



## Expand Your Agent Pool With Remote Workers

Expand your agent pool across different geographical locations with our softphone. Agents communicate from anywhere using a softphone for Windows or Mac. The softphone comes with an easy-to-use interface and essential business phone features.

## Endorse Flexibility With Mobility Solutions

Agents and supervisors do not have to be tied to their desks by a fixed device. Our mobile application is an extension of an employee's desk phone, offering greater flexibility to workers. Quickly move an active call from your desk phone to your mobile device and vice versa with the call pulling feature.

# Help Agents Achieve Success With Support Tools

## Make Agents' Lives Easier With Automation

Agent Assist is agent-facing artificial intelligence that reads incoming visitor messages and suggests responses in real-time, such as canned messages, knowledge base articles, or even a chatbot workflow.

Our Task Bot and Chatbots help free up agents' time by handling a wide range of tasks: FAQs, lead collection, troubleshooting support issues, booking meetings, and much more.

These tools offer 24/7 service and become increasingly important during those hours you might not have agents online.

## Drive Enterprise Collaboration With Instant Messaging

Drive enterprise collaboration through instant messaging and work together to exceed customer expectations. As a result, agents address customer needs faster and more confidently by chatting with other agents, supervisors, or escalating to other departments.

## 24/7 Support With Built-In Knowledge Base

A knowledge base is a self-service tool that website visitors can access from the search bar of your chat window. It helps eliminate repetitive queries agents often handle like password resets and refund policies. A well-built knowledge base is also an agent's best friend. Agents can access it from their console to uncover the answers they need while simultaneously communicating with customers.

## Coach Agents In Real-Time

The Whisper-In feature allows for real-time interaction between agents and supervisors where coachable moments help agents solve customer issues, upsell a product or service, and acquire new knowledge.

"Ask customer if he has heard about the premier account and the no fee account.

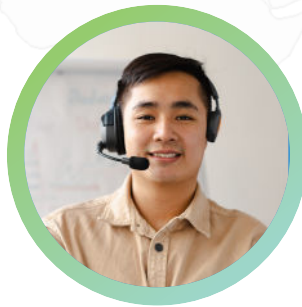
Tell the customer in an excited voice if he signs up today for a Premier account, you will waive all his fees for 3 months."

"Have you heard about our popular accounts?"

We are offering a premier account and a no fee account. I also have an exciting offer to tell you about! Sign up today for Premier Service and I will waive all fees for 3 months."



**Supervisor**  
Whisper to agent



**Agent**  
Obtain assistance in real-time

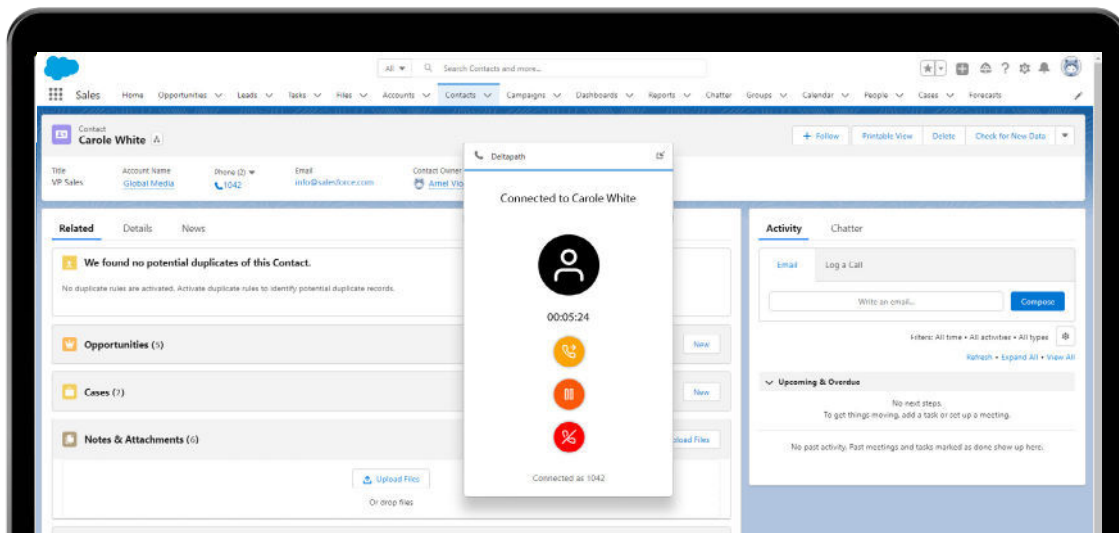


**Customer**  
Experience superior customer service

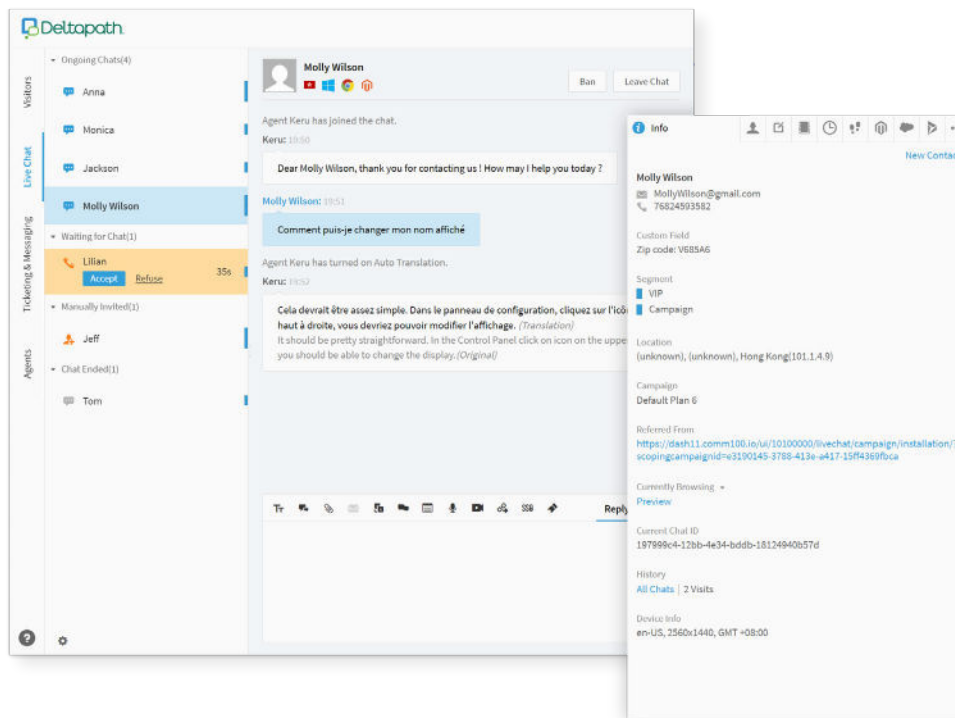
## Upgrade Customer And Agent Experience With Salesforce

Are you already a Salesforce.com customer? Our Deltapath for Salesforce solution enables computer telephony integration with the Deltapath Omnichannel Contact Center solution. As a result, agents gain a 360° view of each caller right on their Salesforce.com dashboard the moment the phone rings. Plus, agents can control their calls from Salesforce.com with features such as call pickup, transfer, hold, and click to call right on their screen.

Callers never have to repeat preliminary information like their account number or repeat the details of their open cases. Also, adding small personal touches to a conversation outside of the immediate discussion can help agents build a relationship with their customers faster and build advocates for the company.



# Enjoy A Unified View From The Agent Console



The agent console provides a unified view of all omnichannel operations. You can also setup your agents to handle both live chat conversations and voice calls. With safeguards in place, including the agent's status, voice calls are never routed to an agent actively managing a chat conversation and vice versa.

## Visitors

Use the Visitor tab in the Agent Console to monitor your website visitors and get insights at a glance – from what page they're on, the number of times they've visited the site, the number of times they've chatted with agents, and much more. You can also proactively engage in chats with visitors who may be spending a lot of time on one page and need support or who might be ready to make a purchase that you can help convert.

## Live Chat

Agents can engage in multiple chats from their console, driving up agent utilization and decreasing resolution times. In addition, an agent can turn a conversation into an audio or video call whenever the situation calls for it.

## Case Study



AirAsia, Asia's largest and leading low-cost carrier servicing 80 million passengers per year, selected Deltapath to power its customer-facing contact center and internal flight management operations.

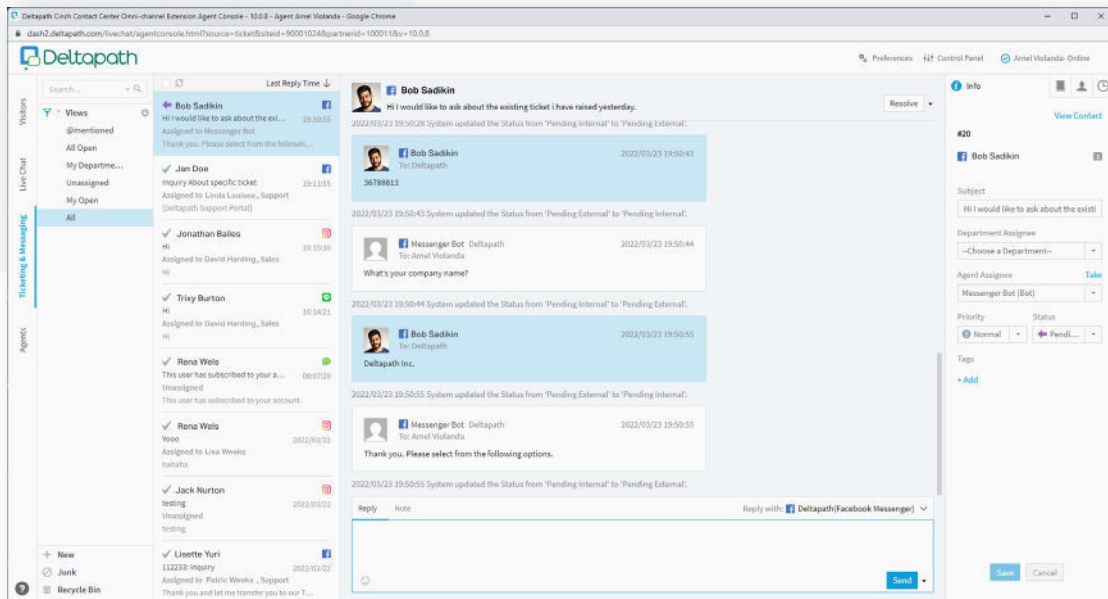
The key to a successful low-cost carrier is operational efficiencies. For example, through our integration with Salesforce.com, AirAsia agents could see all caller details on their screens before even answering the phone. These customer details enable agents to provide a white-glove service and reduce the time to collect passenger details and retrieve information, giving an upgraded customer experience.

"One of the main things I liked about Deltapath at AirAsia is its mobility features. Whether you are a contact center agent or operations staff, you can conveniently make / receive calls right from your laptop or smartphone, enabling our teammates to work from anywhere." **Amarjit Singh, Innovation, Commercial & Technology, AirAsia Berhad.**

## Ticketing & Messaging

Chats initiated from social apps like Facebook are managed under Ticketing & Messaging. Email and SMS, which remain popular customer service channels, are also found under this tab.

When a session does not end with a resolution but instead requires more attention, agents can open a ticket. Through the ticketing systems, agents can ensure every customer situation is seen through to the end.

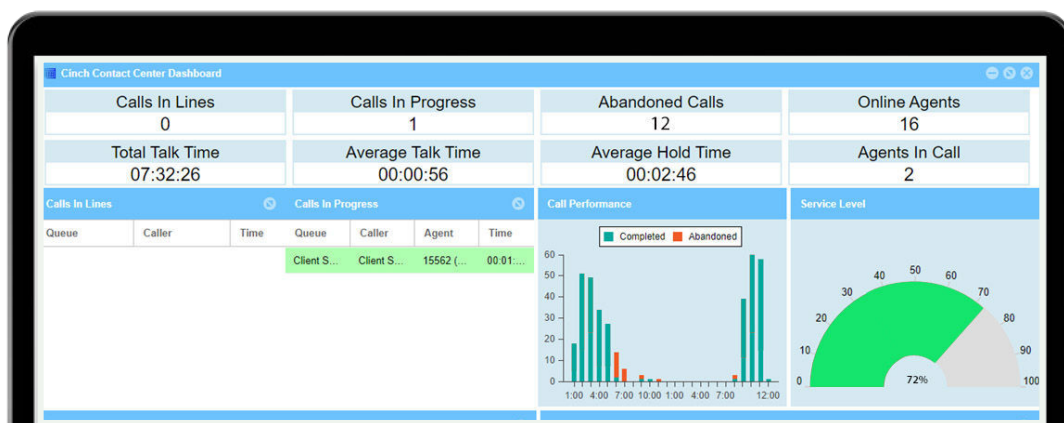


## Agents

A holistic view of the number of agents online, a breakdown of the number of agents in each queue, and other important information can help supervisors determine where to staff more agents. Agents can also determine if there is a low agent headcount and adjust the amount of time they spend with each customer to ensure more customers move through the queue in a shorter amount of time.

## Capture Key Performance Metrics On A Digital Wallboard

Our contact center equips agents and supervisors with a wallboard display that delivers key performance indicators (KPI) and operational metrics directly on their computer screen.



Supervisors can spot service inefficiencies, identify agents that may need help, observe queue activity, and recognize trends. Real-time data keeps agents engaged and empowers them to provide an outstanding level of service.

# Optimize Campaign Results

Manage and simplify your outbound call campaigns with the Proactive Engagement Call Center. Allow agents to work smarter, create more connected experiences, and meet customer expectations more easily with different call options.

## Assigned Jobs

Agents are deliberately teamed up with contacts on a campaign call list. Two of the most popular reasons for using this method are because the agent has an established relationship with the contact or the agent has a skill necessary for interacting with a contact. For example, the agent may speak the same language as the contact person.

## Public Jobs

Agents using the public jobs call list do not have an existing relationship with anyone and most likely do not require another skill in a specific area to speak with anyone on the list.

## Predictive Dialing

Predictive dialing eliminates the need for agents to dial a phone number to make more efficient use of their time. Multiple phone numbers on a campaign call list are automatically dialed. When a contact answers the phone, the call is routed to an available agent.

# Manage Outcomes

## Call Recordings

Recording calls is a vital component of all contact centers. Sample agents' calls to create quality coaching programs that focus on communication styles and product knowledge. Enhance training sessions using real-life situations and manage compliance and corporate liability. If your company is using artificial intelligence (AI), call data can fuel AI to shape your products' future and drive business outcomes.

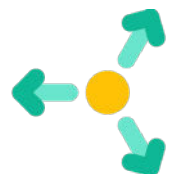


## Listen-In and Barge-In

Gain critical information about your customers, agents, and business to make sound decisions. With the Listen-In feature, supervisors can monitor agents' calls without being heard by the agent or caller. Regular use of this tool can help contact centers create quality coaching programs for agents, uncover trends, and ensure customer service goals are met.

## Three-Way Conference

Our contact center offers monitoring tools to help companies grow revenue. For example, with the Barge-In tool, supervisors can turn agents' calls into a three-way conference to help agents capture a sale.



## Manage Agents

Supervisors can log in agents in a queue experiencing high call volume or sign out agents who forget to log out at the end of the business day to ensure calls are not distributed to them. Lastly, supervisors can pause call distribution to an agent.

## Queue Priority

Ensure high-valued customers are taken care of promptly; Assign different priority levels to queues to create support tiers. Adding your most valued customers to a premium tier means they move faster to the front of the queue.



## Reports

When it comes to analyzing performance, the solution is data. Our contact center offers many reports and ways to gather real-time and historical data. The reports provide comprehensive information in an easy-to-understand format, including bar graphs, pie charts, and tables.

## Route Callers to the Right Place

Time is valuable. No customer wants to spend their valuable time waiting on the phone to speak to an agent. With an Interactive Voice Response (IVR) system, everyone benefits. Customers can navigate through prerecorded menus to access information without having to wait to talk to an agent. Agents do not get bogged down doing routine tasks that can be solved without a live person.



When your customers need to speak to a live person, an IVR system offers skill-based routing to ensure customers get in touch with the agent best equipped to handle their questions. Lastly, IVR systems extend the hours of customer service without raising the cost of labor.

# Scale Into The Future

## Customize with APIs

Get ready to distinguish your business with our Applications Program Interfaces (APIs) for third-party applications in horizontal and vertical markets. Our APIs enable your business applications to seamlessly integrate with the Deltapath Omnichannel Contact Center solution to offer a unified experience.

## Flexible Deployment Options

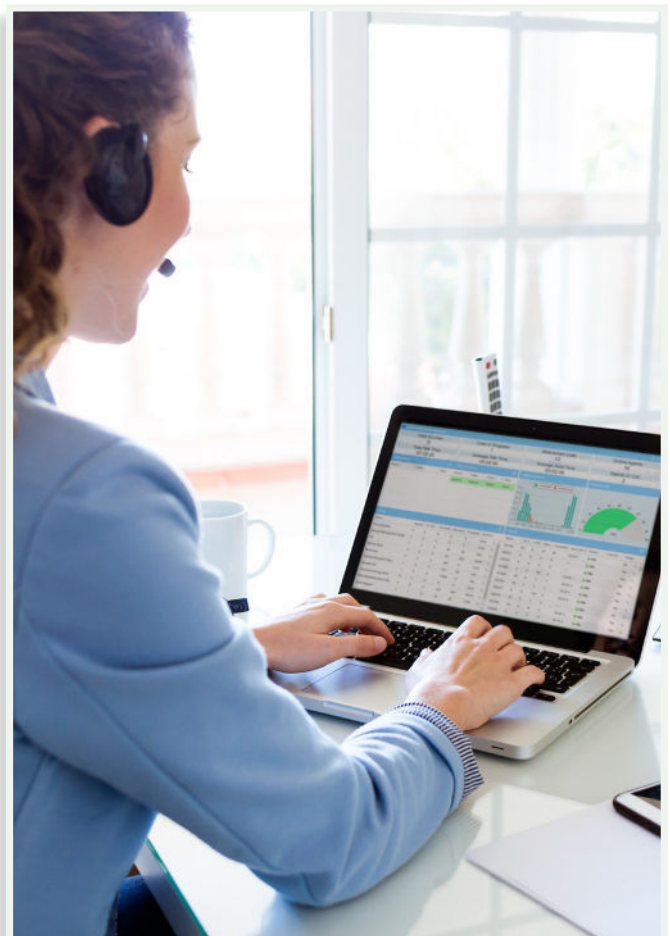
The Deltapath Omnichannel Contact Center solution is offered in a virtualized or appliance form to meet your organization's IT strategy.

- Optimized for different virtual environments such as VMWare, Hyper-V, and KVM.
- Capitalize on the reliability and expanded functionality of purpose-built hardware using Deltapath Unified Communications Platform Appliance Edition.

Whether you are visualizing a public cloud, private cloud, or an on-premise solution, we can accommodate your needs.

## Service Provider Ready

Are you ready to join forces? Service providers can leverage the omnichannel contact center solution as a service to build their business. Multi-tenant capability enables service providers or any Contact Center as a Service (CCaaS) Provider to host multiple customers with partitioning on the same server.





# Datasheet

## FEATURES

### Video-Ready\*

- » Video recording
- » Incoming video call distribution to agents and supervisors
- » Video mail delivered to e-mail

\* Requires the purchase of a feature license

### Remote Agents and Supervisors\*

- » Deltapath Engage softphone for Windows and Mac users
- » Video and audio calls

\* See full details in the Deltapath Engage marketing brochure and datasheet

### Website Hotline\*

- » Customers click to call agent from company website

\* Requires a feature subscription

### Deltapath Mobile

- » Supports iPhone, iPad – 10+
- » Supports Android phones and tablets – 4.4+

\* See full details in the Deltapath Mobile marketing brochure and datasheet

### Enterprise Instant Messaging

- » 256-bit AES Encryption
- » Text, voice, video, and photo messaging
- » Group messaging
- » Emoji Support
- » Antivirus scanner for file attachments
- » Support for single account, multiple devices
- » Administration Tools
  - Message Logger
  - Limit on number of group chat
  - Limit on Attachment file size
  - Auto-file attachment cleanup on expiry
  - File extension type filter
- » Available on Deltapath Mobile (Android & iOS) & Deltapath Switchboard (Mac and PC)

### Intelligent Voice Suppression Algorithms are designed for the following types of noises: ^\*\*\*

- » Stationary/constant noise
- » Non-stationary noise sources
- » Impulsive/time-varying noise sources
- » Non-speech noise
- » Speech-like noise suppression

### Voice and Acoustics ^\*\*\*

- » Adjusts to accommodate voice and acoustic variations -- soft and distant voices

### APIs

- » Leverage robust APIs to create a more powerful service and user experience
  - Manage Agents
  - Manage Queues
  - Click to dial
  - Obtain real-time analytics

### Intelligent Voice Suppression is comprised of the following: ^\*\*\*

- » Noise Estimation
  - Estimates the noise in the room in the presence of talkers
- » Noise Suppression
  - Calculates suppression gains while minimizing the impact on speech
- » Nuisance Rejection
  - Rejects no-speech distracting noises
- » Suppression Gain Smoothing
  - Smooths the suppression gains to minimize artefacts
- » Voice Activity Detection
  - Acts as a gate to determine whether to transmit the microphone signal

### CRM Integration\*

- » Native support for Salesforce.com
  - Deliver superior personal service with access to customers' data and open cases in a pop-up box on your screen
  - Easily pursue new business opportunities and close open cases
  - Click to dial phone numbers stored in Salesforce.com database

\* Requires the purchase of a feature license

### Provider Ready

- » Contact Center as a Service
  - Multi-tenant capability enables service providers to host multiple customers with partitioning on the same server

### Proactive Engagement\*

- » Proactively reach out to existing and potential customers
- » Assign call lists with dedicated agents
- » Public call lists
- » Schedule campaigns
  - Make courtesy calls to impact client retention and acquisition
  - Grow Revenue
- » Mini CRM database
- » Do not call list
- » Configurable popup: Input customer feedback and view agent script
- » Monitor agent activities
- » Reports
  - Call list Summary
  - Active Campaign Progress
  - Campaign Performance
  - Sales Performance
  - Agent Performance

\* Requires the purchase of a feature license

^\*Only available on Gold and Platinum Plan

^\*\*Only available on Platinum Plan

^\*\*\*Requires additional subscription license

## Wall Board Display

- » Phone status – idle, ringing, offline, in use
- » Agent Away Status – yes, no
- » Number of calls waiting in line
- » Number of calls in progress
- » Service performance by queue
- » Date and time agent last logged in
- » Number of calls completed by each agent per hour
- » Total number of calls answered in a queue
- » Maximum callers allowed in a queue
- » Number of calls abandoned in a queue
- » Average hold time
- » Call time and date
- » Last time agent received a call
- » Number of queues agent belongs to

## Agent Coaching

- » Define KPIs based on quality monitoring
- » Whisper-In: Communicate to agent in real-time without customer overhearing
- » Listen-In: Real-time feedback of agent performance
- » Call Interception: Create a three-way call
  - Supervisor can assist if conversation between a customer and agent is going poorly
  - Use when you detect an upselling opportunity
- » Analyze agents' call recordings
- » Listen-In to agents' calls to detect teachable moments, gaps, and agents key skills

## Performance Management

- » Generate comprehensive reports
- » Summarize data by date, time intervals, queues, and agents
- » KPIs for Queue activity
  - Queue Analysis Report
  - Queue Summary Report
- » KPIs for agents
  - Agent Summary Report
  - Agent Report
  - Agent Action Log Report
- » Compare agents' activity

## Call Recording for Supervisors\*

- » Add detailed notes for each call
- » Customize table fields so agents can capture specific details about their calls
- » Supervisors can obtain statistical feedback and make discoveries by listening to a sample of the call recordings or download a sample in a zip format to analyze later
- » Supervisors can rate agents call recording

\* Requires the purchase of a feature license

## Mobility

- » Mobile Desk: Offer flexibility to agents to sign into any configured desk
- » Support remote agents and supervisors
- » Make and receive calls on your corporate extension using Deltapath Mobile

## Reports

- » Overview and summary reports
- » Export reports in different formats (Excel and CSV file)

## Heads-Up Display

- » Call Purpose Display on IP phone & desktop:
  - Identify the purpose of a call before answering with the queue and caller identification
- » Capture callers hold time
  - Initiate a customer retention strategy by having hold time information announced before you answer the phone

## Intuitive Agent and Supervisor Interface

- » Agent can login from a desktop, web browser, or through an audio IVR interface
- » Incoming Call Notification popup
- » Answer calls, send to voicemail, end calls, place calls on hold, access speed dials, and elect to record a call in progress
- » Transfer a call with Blind Transfer or speak to the person you intend to transfer the call to first with Attended transfer
- » Powerful 3-way conference controls
  - Click to conference
  - Split conference
  - Leave conference
  - Terminate conference

## Channel Calls to the Right Teams

- » Skill Based Priority Routing: Callers are routed to agents with the right group of skills
- » IVR system: Access information without having to speak to an agent
- » Overflow calls to secondary teams during high call volume
- » Jump high value customers in the queue
- » Supervisors can redirect calls to themselves

## Call Filter

- » Blacklist unwanted callers
- » Create VIP lists

## Scalability

- » Scale up to 10,000 business users
- » Scale up to 600 agents
- » Increase capacity with additional servers
- » Cloud-based and on-premises deployment

## Multilingual Support

- » English
- » Japanese
- » Mandarin
- » Cantonese

## Announcements

- » Configure announcements to play in different languages
- » Customize hold time prompts
  - Estimated hold time
  - Caller's position
  - Frequency of announcements
- » Customize prompts and frequency for advertisement announcements
- » Create and save voice prompt scripts
- » Play featured ad messages based on the objective of each queue

## Ring Strategies

- » Ring all agents
- » Ring longest idle agent
- » Ring agent with fewest answered calls
- » Ring agents sequentially
- » Ring agent in predefined order
- » Ring agents randomly

## Service Level Management

- » Observe the percentage of calls successfully answered within a predetermined number of seconds
- » Abandoned call list allows supervisors to identify who called, waited, and then hung up
  - Call customers and impact customer retention and acquisition

## Phonebooks

- » Keep contacts organized in three phonebooks: Personal, Department, and Site
- » Customize phonebooks fields
- » Add a personal ringtone to your VIP contacts
- » Create speed dials
- » Quickly import large volumes of new or edited contacts to phonebooks
- » Easily export contact information
- » Autocomplete features help you lookup phonebook records fast

## Buddies

- » Get an all-inclusive view of agents and supervisors PC and phone status so you know the availability of everyone
- » Phone status: On the phone, Idle, Offline, Hold, Ringing
- » PC Presence: Online, Offline, Away, Extended Away

## OMNI-CHANNEL EXTENSION

### Communication Channels

- » Website Live Chat
- » Email
- » SMS
- » Facebook
- » Instagram
- » Line
- » Telegram
- » Twitter
- » WeChat
- » WhatsApp Business

### Website Live Chat

- » Customizable chat window
- » Mobile chat button and window
- » In-app chat (mobile SDK)
- » Auto Proactive chat (Invitation)- simple
- » Audio-video
- » Design and layout templates
- » Multi-language chat
- » Agent avatar
- » Chat group tag<sup>^\*</sup>
- » File sharing
- » Offline messages
- » NPS
- » Pre-chat survey
- » Facebook login in pre-chat survey
- » Automated greeting message
- » Co-browsing<sup>^\*\*\*</sup>
- » Auto proactive chat invitation - advanced
- » Export chat transcript (Agent)
- » Export offline message
- » Multiple campaigns
- » Post-chat survey
- » Custom CSS for visitor side windows
- » Custom JavaScript for visitor side windows
- » Adaptive, image and text link chat button types<sup>^\*</sup>
- » Upload your own design for adaptive chat button type<sup>^\*</sup>
- » Dynamic chat campaigns<sup>^\*</sup>
- » Display chat button on specific domains only<sup>^\*</sup>
- » Visitor single sign-on<sup>^\*</sup>
- » Visitor segmentation<sup>^\*</sup>

### Agent Features

- » Manual Proactive chat
- » Web, desktop, and mobile app
- » Site navigation tracking
- » Visitor monitoring
- » Visitor chat history
- » View offline messages
- » Forward offline message to email
- » Multiple simultaneous chats
- » Sent and seen indicators
- » Save visitor as a Contact
- » Push page
- » Visitor typing indicator
- » Spell check
- » Keyboard shortcuts
- » View chat transcripts
- » Visual and audio alerts
- » Auto login/logout (desktop app)
- » Capture visitors
- » Transfer chats to agents
- » Set status
- » Ban visitors
- » Canned messages
- » Visitor rating
- » Automatically end chats
- » Group chats by status
- » Pin chats to the Live Chat tab
- » Typing sneak peek
- » Departments
- » Custom Visitor Filter
- » Internal Notes
- » Canned Message Shortcut
- » Automatic translation
- » Wrap-up comments and tags<sup>^\*</sup>
- » Agent Single Sign-on
- » Agent Assist<sup>^\*</sup>

<sup>^\*</sup>Only available on Gold and Platinum Plan

<sup>^\*\*</sup>Only available on Platinum Plan

<sup>^\*\*\*</sup>Requires additional subscription license

## Supervisor Features

- » Supervision and quality control (monitor chat)
- » Set agent status to "Away"
- » Remove agent from chat
- » Offline messaging
- » Join chat
- » Chat with agents
- » Kick off agents
- » Set agent's maximum simultaneous chats
- » Auto Accept Chat
- » Set agent permissions
- » Role
- » Simple routing
- » Audit logging
- » Department broadcasting
- » Custom variables<sup>^\*</sup>
- » Custom Away Status
- » Shift<sup>^\*</sup>
- » Conversion<sup>^\*</sup>
- » Rule-based chat distribution<sup>^\*</sup>
- » Rule-based routing<sup>^\*</sup>
- » Restricted words

## Knowledge Base

- » Visitor side search prior to chatting
- » Visitor side search prior to offline message
- » Search function embedded in chat window and home page
- » Easily link to articles during chat
- » Measure content performance with visitor rating
- » User permissions
- » Article list for comprehensive management
- » Powerful filter with status or tags
- » Label articles with unique tags
- » WYSIWYG editor
- » Media library
- » Public or private status for each knowledge base
- » Public or private status for each article
- » Multilingual support
- » FAQ Summary on host page
- » Custom CSS
- » Custom HTML
- » Different knowledge bases for different live chat campaigns
- » Multiple knowledge bases for different purposes

## Ticketing & Messaging Channels

- » Multiple email accounts
- » Conversation List
- » Conversation Info & History
- » Direct assignment
- » Customize email signature
- » Comprehensive search
- » Rich text editor
- » Batch Action
- » Block Sender
- » Canned Messages
- » Custom tags
- » Custom views
- » Merge tickets
- » Internal Notes
- » @mention
- » Custom fields
- » Working Time & Holidays
- » Trigger
- » Simple routing
- » SLA Policy<sup>^\*</sup>
- » Rule-based ticket distribution<sup>^\*</sup>

## Chat Routing

- » Agent accepts chats automatically
- » Chat queue
- » Route chats by chat campaign<sup>^\*</sup>
- » Route chats by agent
- » Assign chats to the previous agent
- » Route chats by department
- » Route chats by customer priority rank<sup>^\*</sup>
- » Advanced rule-based chat routing<sup>^\*</sup>
- » Assign chats by agent capacity<sup>^\*</sup>
- » Assign chats by round robin<sup>^\*</sup>
- » Assign chats by load balancing<sup>^\*</sup>
- » Backup department<sup>^\*</sup>

## Analytics

- » Website Live Chat
  - Real time
  - Chat volume
  - Offline message
  - Availability
  - Canned message usage
  - Agent performance
  - Visitor rating
  - Pre-chat survey report
  - Post-chat survey report
  - Queue
  - Wait time
  - Conversion report<sup>^\*</sup>
  - Wrap-up report<sup>^\*</sup>
  - Chat transfer<sup>^\*</sup>
  - Efficiency<sup>^\*</sup>
  - Workload<sup>^\*</sup>
  - Manual invitation<sup>^\*</sup>
  - Auto invitation<sup>^\*</sup>
  - Chat source<sup>^\*</sup>
  - View reports by agent or campaign<sup>^\*</sup>
  - View reports by visitor segment<sup>^\*</sup>
  - Reports by 24/7 or half-hour distribution<sup>^\*</sup>
  - Export report data
- » Ticketing & Messaging Channels
  - Real Time
  - Volume
  - Canned message usage
  - Channel
  - Efficiency
  - Agent availability
  - SLA Policies<sup>^\*</sup>
  - Export report data

## Chatbots & Automation

- » Task Bot<sup>^\*</sup>
  - Actions included (10,000 actions/month)
  - Pre-built task bot templates
  - Smart triggers
  - Export bot report data
  - Collect Info (Collect name, email, phone, company, comment)
  - Rich response (text, image, video)
  - Send quick reply options
  - Go to task bot
  - Transfer chat
  - Calendly integration
  - Send an email
  - Collect Variable data

## » NLP ChatBot <sup>^\*\*</sup>

- Keyword Engine
- NLP Engine
- 3rd party Engine
- Bot simulator
- Multi-language bot (32)
- Agent can send a task bot flow in a chat
- Built-in small talk
- Customize greeting messages for different channels
- Learning from visitor questions
- Chatbot import & export
- Intents import
- Bot sensitivity
- Sentiment analysis
- Canned quick replies
- Configure routing rules to route chats to chatbot
- Agent can monitor bot conversation
- Typing delay (Live Chat)
- Reporting
- NLP bot Entity & Prompts
- Export bot report data
- Rich response (text, image, video)
- Send quick reply options (Live Chat, Facebook, Twitter)
- Numeric response (WeChat, WhatsApp, SMS)
- Go to task bot
- Transfer chat
- Change ticket assignee
- Contact agent option
- Go to intent
- Set value
- Leave chat
- Response variants
- Send a form
- Calendly integration
- Collect Info (Collect name, email, phone, company, comment)
- Salesforce actions (Create a record, Find a record, Find a record by SOQL)
- Collect location
- Show SSO login button
- Collect Variable data
- Webhook
- Condition

## Integrations

- » Shopify
- » Joomla
- » Wordpress
- » Drupal
- » Magento
- » Salesforce.com
- » Zapier
- » Zendesk
- » Join.Me
- » Google Analytics
- » GoToMeeting
- » Custom variable importing
- » Webhooks<sup>^\*</sup>
- » Cisco<sup>^\*</sup>
- » Dyanmics 365 Integration
- » Agent Console Extension
- » API<sup>^\*</sup>

## Deployment Options

- » Cloud Deployment
- » On-premise Deployment<sup>^\*</sup>

## Security & Compliance

- » TLS Encryption
- » CAPTCHA verification
- » LDAP authentication
- » Agent login IP restriction
- » Advanced password policies
- » Audit logs
- » Credit card masking
- » PCI DSS compliance
- » PCI compliant secure forms
- » ISO 17001 certification
- » SOC 2 Type 2 compliance
- » CCPA
- » GDPR
- » WCAG 2.0
- » HIPAA compliance (signed BAA) <sup>^\*</sup>

<sup>^\*</sup>Only available on Gold and Platinum Plan

<sup>^\*\*</sup>Only available on Platinum Plan

<sup>^\*\*\*</sup>Requires additional subscription license

## About Deltapath

Deltapath liberates organizations from the barriers that prevent effective communication and revolutionizes the way organizations communicate through innovative technologies that meet the needs and the wants of organizations.

We specialize in solutions that unite different communication platforms, audio and video equipment, telephones, desktops, and mobile devices to make communication accessible and intuitive.

It is our belief that every solution should embody simplicity and offer users the right form of communication for the right occasion, right at their fingertips.

## Ordering Information

For more information about Cisco Replacement Plan, please contact your nearest Deltapath sales representative.



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