



PROGRAMMABILITY

Take your PBX to the next level

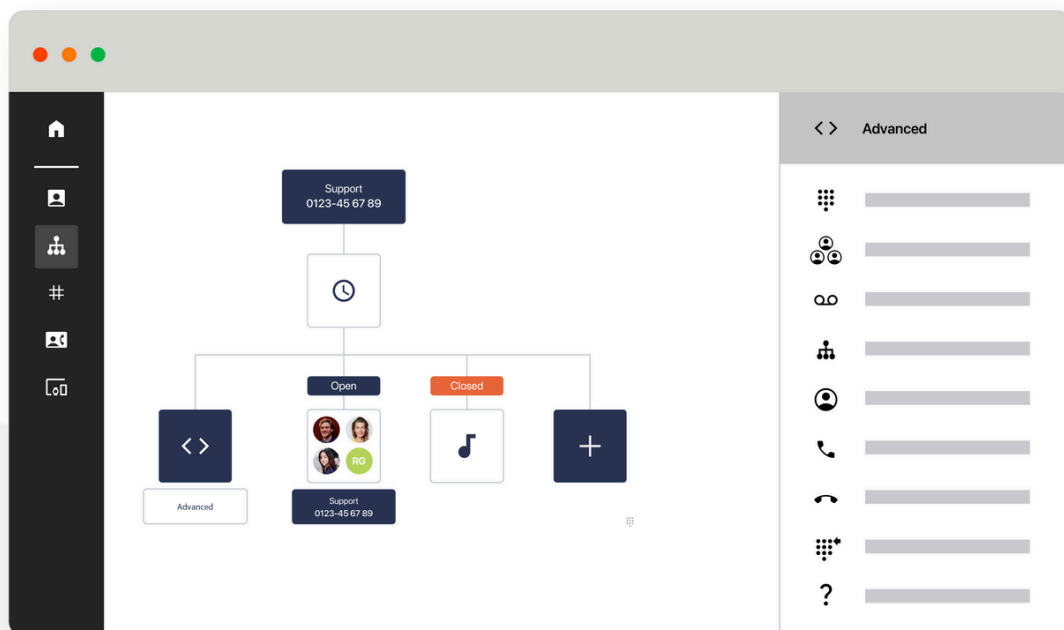
Provide superior customer experience and automate manual processes with advanced programmability in your PBX flows.



A next generation PBX. For businesses that want to go beyond.

Programmability allows you to take your customer service from good to exceptional.

With more programmability options than ever before, you can react to incoming calls with truly smart responses and actions to supercharge your PBX flows.





Smart routing just got smarter.

Whether it's to meet SLA requirements or to direct callers to specific departments, all businesses want to ensure that customers speak to the right person, at the right time.

With Advanced Nodes, you can use keypad inputs to route calls more efficiently. Maybe you offer a VIP service - with Advanced Nodes, you can require customers to enter a code so their call gets directed to the VIP queue.

Save your agents time. Meet your SLAs. Keep private queues secure.

Automation that helps your customers and agents.

Too many businesses waste customers' time forcing them to wait for an agent to provide basic information. And too many agents spend their time answering questions that could be automated.

Use HTTP requests to pull key information from other systems and trigger responses in the call flow.

For example, when a customer enters their order number you can pull information from sales platforms like Shopify and trigger a response based on their status.

Instead of waiting for an agent to be free, you can play a pre-recorded message telling the caller their order status.

Give customers the information they're looking for right away. And free your agents up to provide meaningful support elsewhere.

