ADVANCED FEATURES

THE PROGRESSIVE FULL-FEATURED PLATFORM WITH ADVANCED FEATURES TO MAKE COMMUNICATION EASY

THE ULTIMATE PLATFORM

The Xicall platform was designed for a best-in-class end user experience. Its intuitive feature-set and design enable efficient and effective communications.
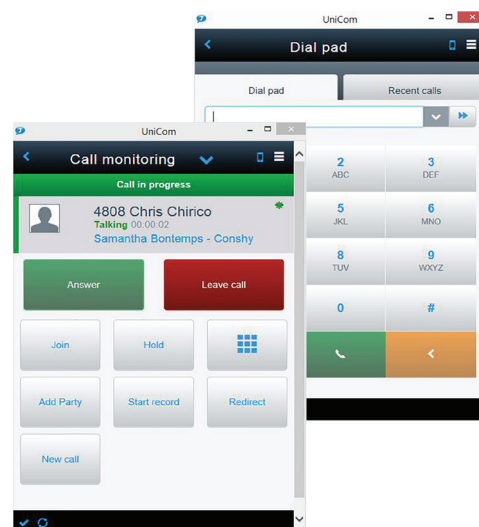
VOICE CALL CONTINUITY

Switch seamlessly, from one device to the other in the middle of a call. Start a conversation on your desk phone, move the call to your cell phone and continue the conversation without the other person noticing that the call moved.

UNICOM

The Xicall Unified Communications portal — designed to create an intuitive easy-to-use experience to manage communications for the desktop, softphone and mobile applications.

Presence • Instant messaging • Contact management • Advanced forwarding • Caller ID management • Softphone • Call control • Calendar

CALL CENTER

The Call Center solution enables a full range of ACD features as well as comprehensive statistic and reporting tools to effectively manage and monitor both agents and calls.

Web-based • Powerful provisioning tool • Supervisor ACD console • Feature-rich client application • Real-time statistics and reporting • Call recording • Customized options (language selection) • Callback service
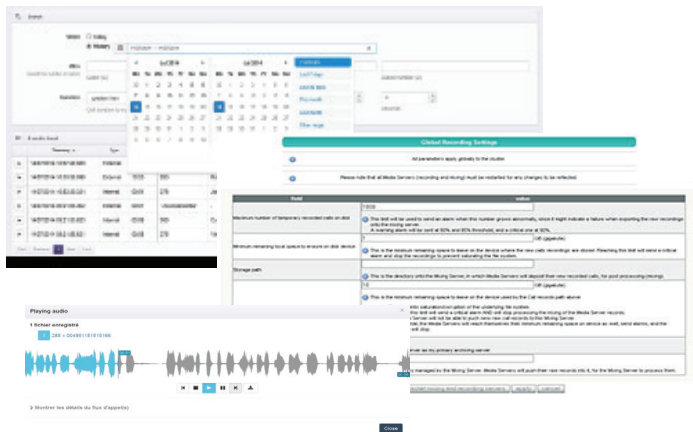
BE MORE PRODUCTIVE WITH THE ADVANCED FUNCTIONALITY OF THE XICALL PLATFORM
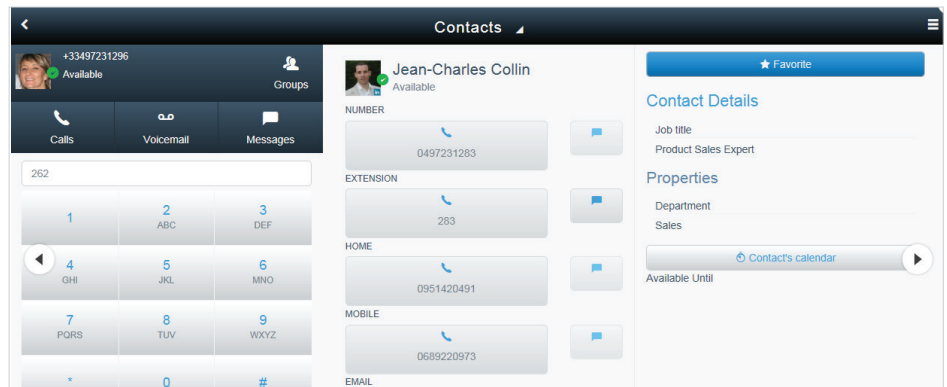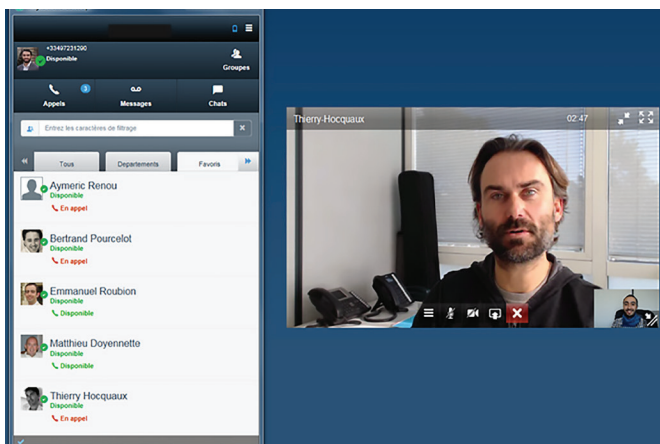
CALL RECORDING

An advanced, full-featured solution, designed for businesses. The solution is fully scalable, integrated with the Xicall Platform and can support thousands of simultaneous inbound and outbound recorded calls.

RECEPTIONIST CONSOLE

This interactive advanced attendant console has an intuitive interface that allows in-house or outsourced receptionists to simply and efficiently manage communications for the business. The ergonomic design enables the receptionist to use the application from their PC.

Manage and monitor users using the Receptionist Console

COLLABORATION

The Xicall platform offers a powerful collaboration tool. An extension of UniCom, myCollab offers video conferencing, desktop sharing and more.

View users' presence • Initiate chat sessions • Video conferencing • Screen & Application sharing • WebRTC technology

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