



ProCloud Customer Connect

Highlights

- Patented visual IVR solution that improves the customer experience
- Easily deploys across any digital touchpoint
- Includes real-time contextual data and analytics around inbound calls
- Integrates easily into existing Contact Centre and CRM applications
- Expands global reach and reduces telco costs

Leverage the Power of Digital and Human Interaction

ProCloud Customer Connect is a highly customizable visual IVR that integrates easily into existing Contact Centre and CRM applications.

This scalable, user-friendly solution includes a patented visual directory that enables calling from any digital touchpoint including websites, mobile apps, PDFs, email, social media, and mobile browsers.

ProCloud Customer Connect helps companies improve their customer experience while providing valuable data and insight on each interaction.

ProCloud



Improve Customer Experience

More than two-thirds of customers prefer talking to a live person over IVR.¹ ProCloud Customer Connect helps reduce customer frustration by eliminating tedious IVRs.

Through a visual directory, customers can navigate and select the appropriate contact or department and connect via any web browser or mobile device. This solution bypasses cumbersome and frustrating IVRs, and helps customers feel empowered and in control of their path to resolution.

Implement Across Any Digital Touchpoint

ProCloud Customer Connect is easily deployed on websites, mobile apps, PDFs, emails, online ads and more. Businesses can utilise the visual directory as a call to action across different digital campaigns. The visual directory's appearance and features are customizable to match a company's brand and colours.

APIs and SDKs allow for many different implementation options. With advanced Telco configuration, you can choose to integrate into existing Telco structure, providing additional cost saving opportunities.

¹Source for stats: <http://hrsuite.com/visual-ivr/>

Capture Insight with Native Data and Analytics

ProCloud Customer Connect includes a powerful, intuitive dashboard with insights into call source, duration and location. Clear metrics and advanced analytics enable businesses to make decisions and evaluate what tactics are driving activity and revenue.

Empowering Contact Centre Agents with Information

ProCloud Customer Connect is even more powerful when integrated with Contact Centre and CRM applications, including NICE inContact, Genesys PureCloud, ServiceNow and Salesforce.com. Contextual data helps improve the customer experience by delivering information contact centre agents need to efficiently handle customer issues.

Expand Reach and Reduce Costs

Hosting multiple toll-free numbers, especially international, can be costly. With ProCloud Customer Connect, businesses can reduce expenses and expand their global reach with real-time calling from any internet-enabled device, anywhere in the world.

Additionally, ProCloud Customer Connect's platform is secure, with double encryption ensuring the highest certification and compliance standards. All interactions are placed through a secure WebRTC channel, and has the ability to mask numbers and block specific IP addresses for additional privacy.





ADTRAN, Inc.
901 Explorer Boulevard
Huntsville, AL 35806

General Information
+1 256 963 8000
www.adtran.com/contactus

Headquarters – EMEA
ADTRAN GmbH
sales.cewe@adtran.com

South Europe
sales.southeurope@adtran.com

Middle East and Africa
sales.mea@adtran.com

Australia/New Zealand
sales.australia@adtran.com

IN10815A

February Copyright © 2019 ADTRAN, Inc. All rights reserved. ADTRAN believes the information in this publication to be accurate as of publication date, and is not responsible for error. Specifications subject to change without notice. ADTRAN® and the other trademarks listed at www.adtran.com/trademarks are registered trademarks of ADTRAN, Inc. or its affiliates in various countries. All other trademarks mentioned in this document are the property of their respective owners.

ADTRAN warranty duration and entitlements vary by product and geography. For specific warranty information, visit www.adtran.com/warranty.

ADTRAN products may be subject to U.S. export controls and other trade restrictions. Any export, re-export, or transfer of the products contrary to law is prohibited. For more information regarding exportation of ADTRAN items (e.g. commodities, technology, software), please visit www.adtran.com/exportlicense.

ADTRAN
Certified
Supplier



ISO 9001
ISO 14001
TL 9000

TL9000
TL10 1270