

**Collab.**

Carlos Vasconcelos

VP Marketing

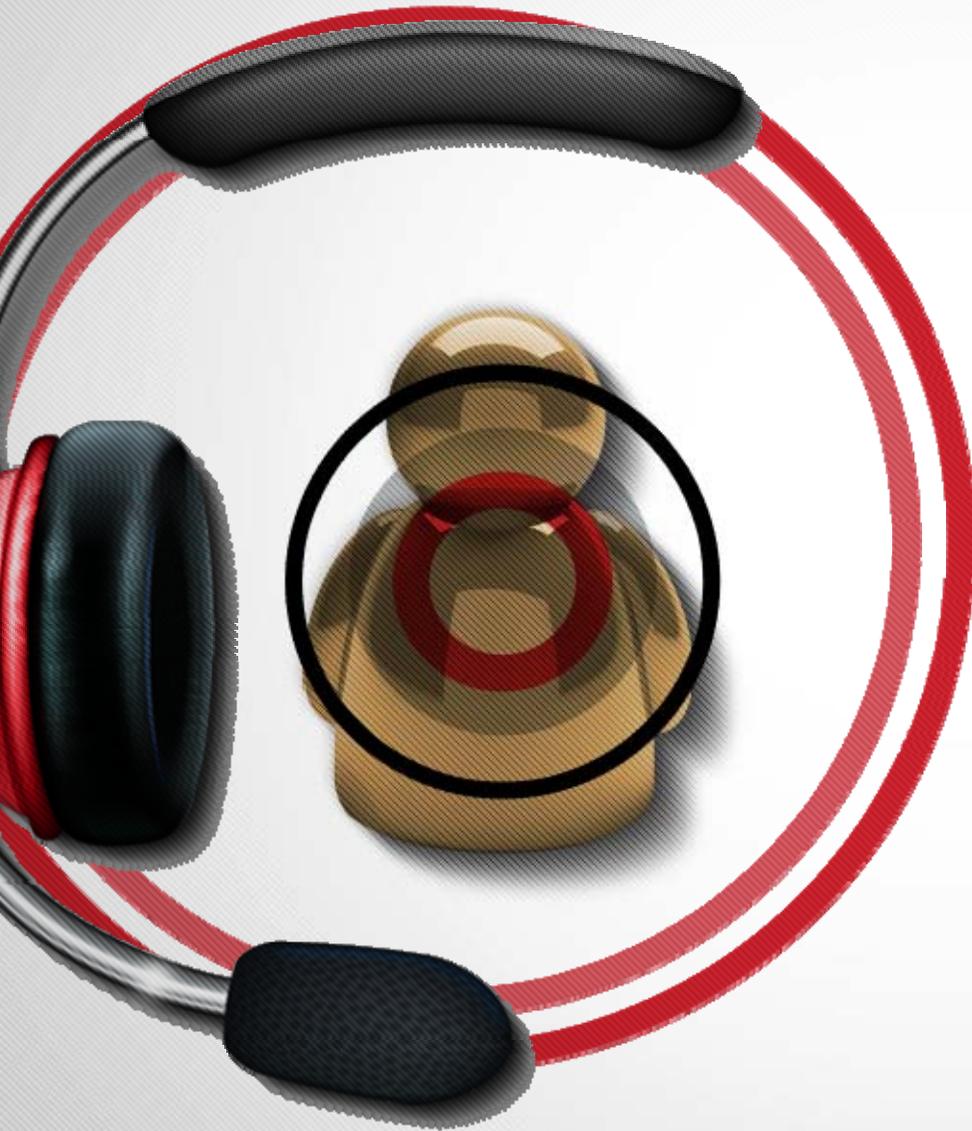
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**The Next Generation CC**  
**#DisruptiveInnovation**

# COLLAB IN NUMBERS (May/2016, approximate totals)



 **210 Customers**  
(including OnPrem, Nubitalk and customers in partners' private clouds)

 **35.000 Live concurrent seats**  
**40.000 Intelligent routing (IVR)**

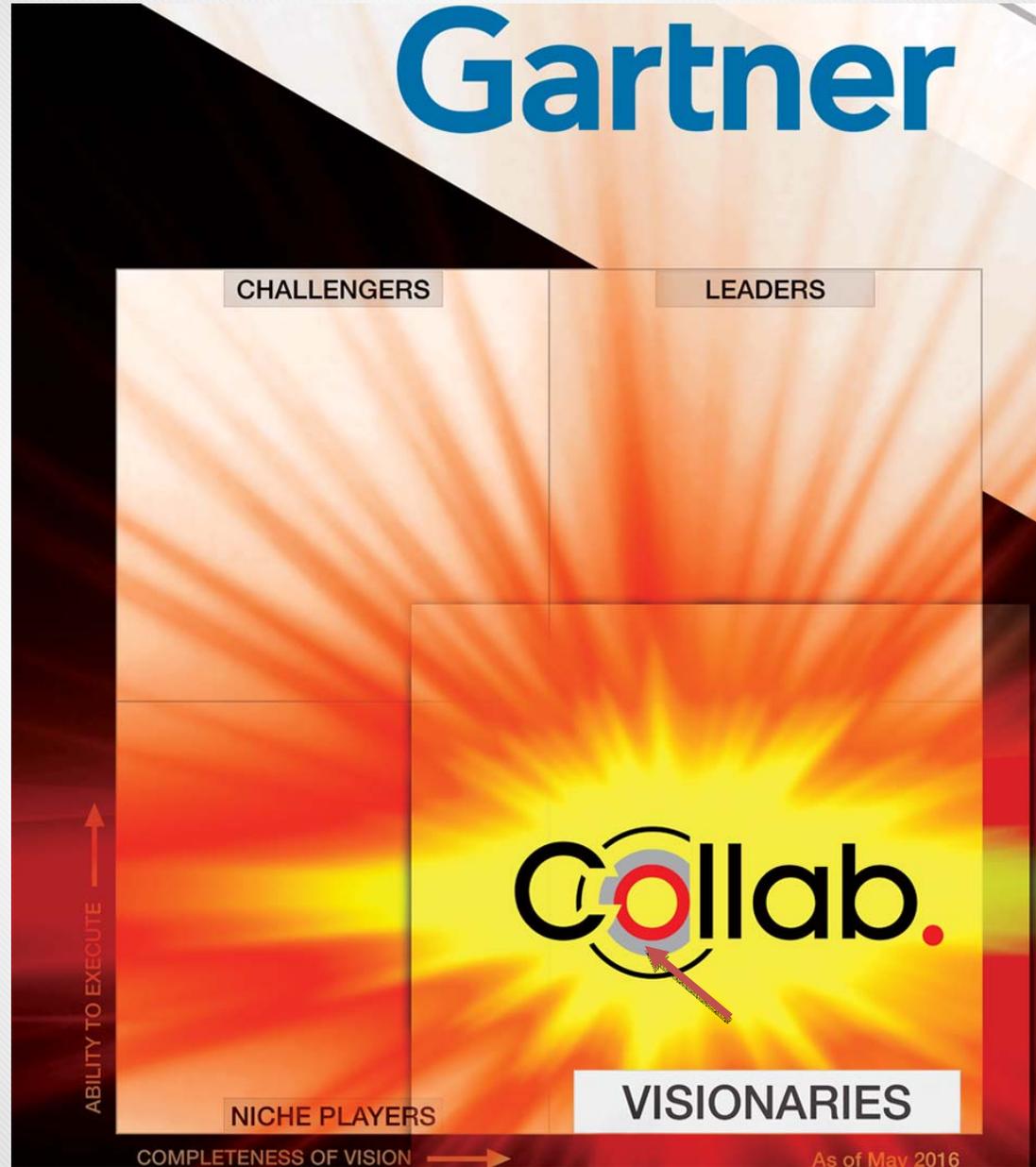
 **40 Partners in...**  
**30 Countries**

 **Collab offices:**  
-Lisbon (Headquarters)  
-Mexico City  
-Buenos Aires  
-São Paulo  
-Singapore  
- South Africa (to be announced)

 **110 Collab engineers**

 **300 Collab certified consultants**  
among partners + customers

# Magic Quadrant for Contact Center Infrastructure, Worldwide, May 2016





# Tremendous opportunities to be DISRUPTIVE...



# OneContactCC



# facebook

10 YEAR ROADMAP



# Gamification



# NUBITALK CLOUD PORTAL

home → manage

- home
- account
- manage
- messages
- reports
- support

## PBX



configurations



extensions



groups



voice menus



phone numbers  
(ddi)

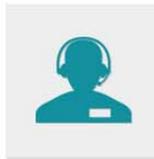


calling plans

## Contact Center



configurations



agents



teams



inbound  
campaigns



outbound  
campaigns

# WHY NUBITALK IS *DIFFERENT*

Call center and OfficePhone in the **same platform and portal**

**Easy** to configure, use, manage and maintain

**Mobile** since day 1



Powered by **RESELLER** network

**Ready** for SIP Trunks and partner services

**Voice, Video, chat, Facebook and twitter**

**BE DIFFERENT**



**Jasmin Gaco** is a native of Sarajevo, Bosnia and Herzegovina but often moved residence between Melbourne and Sarajevo. His professional career of 20 years has started 1996 with the Organization for Security and Cooperation in Europe, immediately after the end of war in Bosnia. Since, Jasmin has spanned across security, telecommunications and software engineering industries performing roles such as Protective Security Detail, Chief of Communications in Pakistan, Afghanistan, Jordan and Australia.

In 2004, Jasmin was awarded, NATO (North Atlantic Treaty Organization), Non Article 5 Medal for services with NATO in relation to the Balkans Operation during the period 2003 - 2004.

Since 2006, Jasmin has been Sales Director for Comtrade Solution and Services and responsible for the country sales operations. His background and interests have led him to constantly explore and embrace new professional and private challenges and he believes that this quest will never end.

Jasmin received his Bachelor of Engineering in Telecommunications and Internet Technologies at Swinburne University of Technology, Melbourne, Australia.



**Naji Salameh** is a professional in the IT & Telecommunications industry providing value added solutions for the last 20 years. He graduated from the University of South Florida in the USA where he received a Bachelor's degree in Engineering in 1993 and later on his Master's degree in Business Administration.

Naji started his career in Florida working at Lucent Technologies/Avaya in 1996. His last position with Avaya was the head of business development for EMEA in 2006.

After his return to the Middle East, Naji served as Managing Director from 2006 to 2010 for TerraNera Mobile Solutions and Huawei Symantec.

Today, Naji Salameh is the CEO and Founder of IT Max Global, headquartered in Dubai with offices in South Africa and Lebanon.





**Vasco Canha** tem cerca de 25 anos de experiência na gestão de Call Centers na área de seguros.

É um apaixonado sobre a temática da gestão dos Contact Centers, sendo sua prática permanente a incorporação de soluções inovadoras na área e sendo sua característica a procura de soluções disruptivas, com uma visão de futuro, tentando antecipar tendências do mercado.

É atualmente Diretor Operacional da AXA Assistance e em simultâneo Diretor operacional do Contact Center da Companhia de Seguros AGEAS.

O Vasco exerceu funções regionais como "Chief Operating Officer" da Região Mediterrânica, Africa e Rússia. Ao longo da sua carreira obteve diversos prémios, e tem sido uma referência dentro do grupo como inovador, criativo e implementador das melhores práticas de gestão de call center.