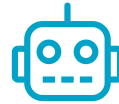


# Trends We See in the Market



## Migration to Cloud Contact Centers

- Shift to Cloud deployments for ease of use
- Distributed Agent Workforce – Home Agent
- Shift to Digital Channels



## Customer Service Automation

- Automate Tasks for Contact Center Agents
- Automate Service & Tasks for Customers
- Predictive Service w/ AI/ML



## Cloud Communications & Collaboration

- Connect Contact Center Agents w/ Team Users
- Enable customer to connect w/Teams Users

# The Next Evolution



Salesforce  
Automation  
2000s



Marketing  
Automation  
2010s



Customer Experience  
Automation  
**Now!**

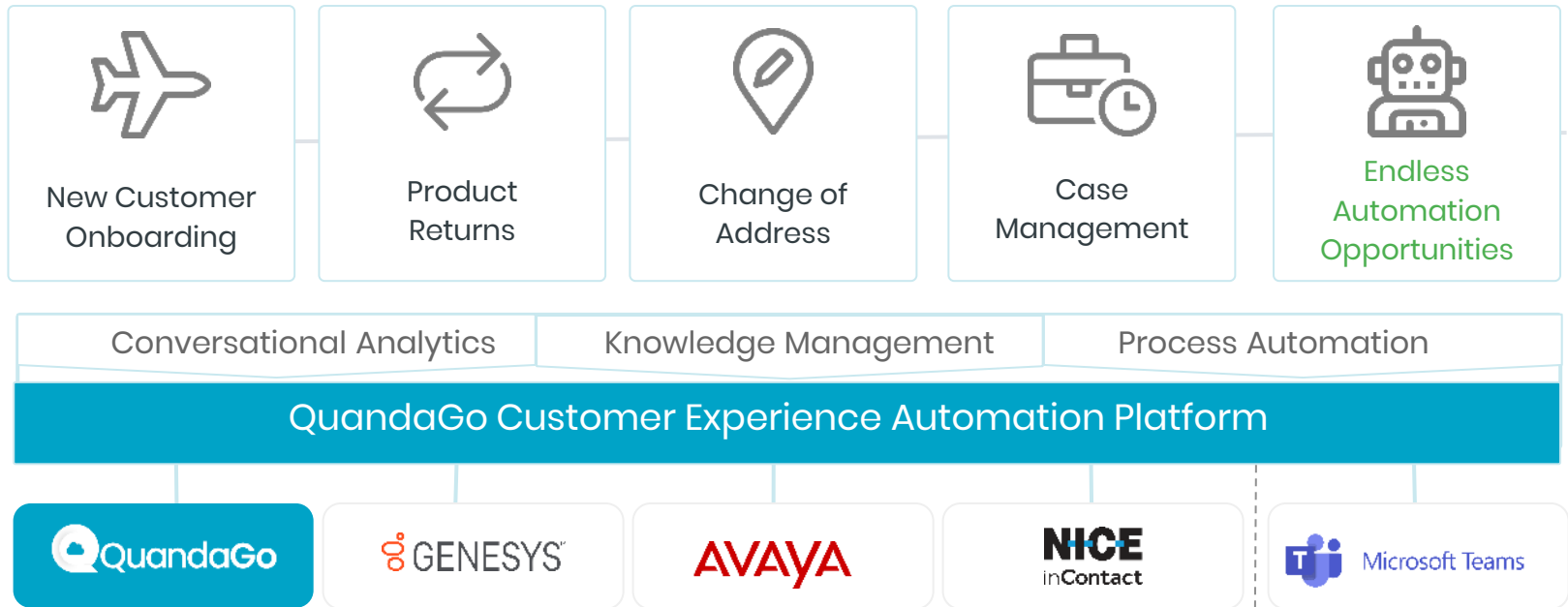


*“Engie is now operating a customer process management platform with an intuitive agent interface and a clear structure where employees can easily and effectively accomplish their tasks.”*

# End-to-End CX Automation



# Customer Experience Automation Platform



Runs on any contact center infrastructure!

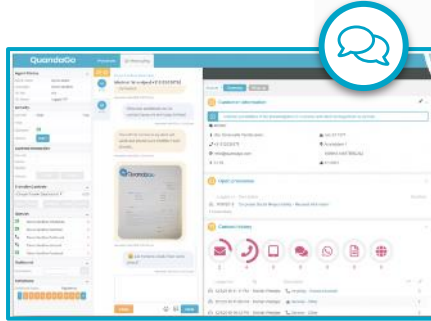
# QuandaGo Platform



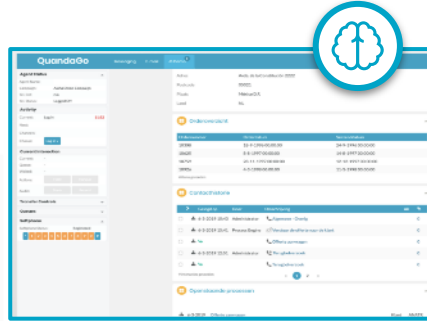
Customer



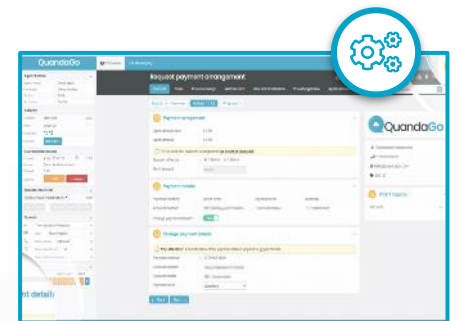
Any Channel



QuandaGo  
Interactions



QuandaGo  
Knowledge



QuandaGo  
Process

**Omnichannel  
Contact Center**

**360° Desktop &  
Integrated Data**

**Intelligent Process  
Automation**

A modular platform for managing customer interactions, data access and processes across channels, resources and company departments.