

The **1st** full spectrum solution for cloud, premise & hybrid contact centers



Combine Premise and Cloud

Invent the contact center you need with cloud, on-premise or hybrid configuration



Utilize a Single Pane of Glass

Flexibility to customize the experience to meet varying agent needs in a single UI



Mix & Match Best of Breed

Choose the integration scenarios that work best for your business, instead of having to settle for a single product



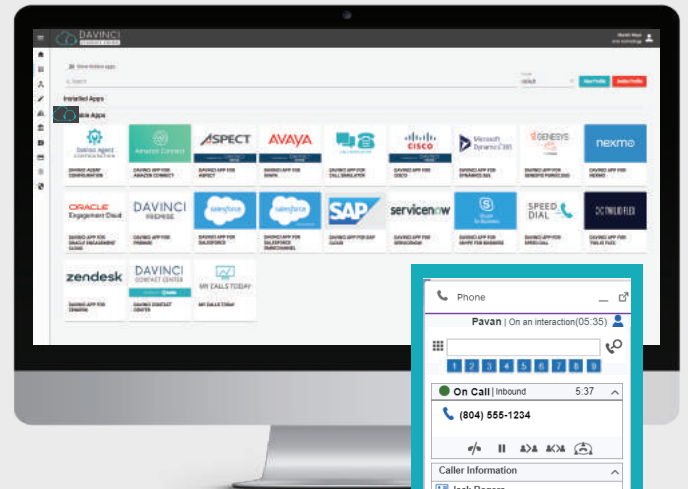
Increase Productivity and ROI

React quickly and effortlessly to changes needed in your infrastructure in support of increased customer service and agent efficiency

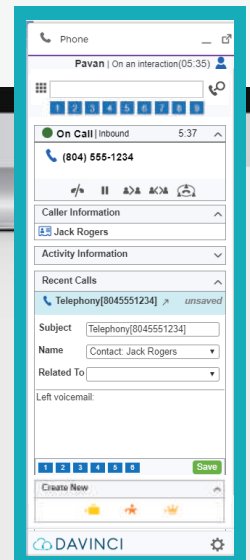
Bridging the Gap from Premise to Cloud
Get the solution your contact center needs today, and in the future

What is DaVinci?

DaVinci is the industry's first and only cloud based Contact Center platform with pre-built apps for CRM/CSM integration and scales to fit the needs of any organization. The open framework allows you to quickly chose and configure the channel apps needed (cloud and premise) to run a fully integrated Contact Center. You can also create your own custom apps with DaVinci API's. Enabled Apps share data and events and empower your contact center agents to support customers on their preferred channels.



DaVinci licenses provide Admin access to Creators Studio (above) for configuring apps/users and DaVinci Agent (right), our easy to use toolbar, that sits within their CRM UI and provides advanced Contact Center features.



Broad CRM/ CSM and Center Coverage

Cloud based frameworks with pre-built Apps for cloud and premise communication and CRM/ CSM platforms

Quick and Easy Build Out

Creators Studio Info-card based interface makes it easy for contact center administrators to select/configure the apps needed and user profiles

Open Frameworks and Public APIs

Enables you to leverage existing apps or publish your own to extend functionality and create the ideal contact center

Share Data Across Applications

Allows each App to share data and events with other Apps



Features and Benefits

Robust Agent Experience

CRM/ CSM embedded UI with advanced functionality empowers agents ability to support customers on their preferred channels.

Agent Analytics

Manages presence across channels and collects agent/channel metrics.

Scalable Solution

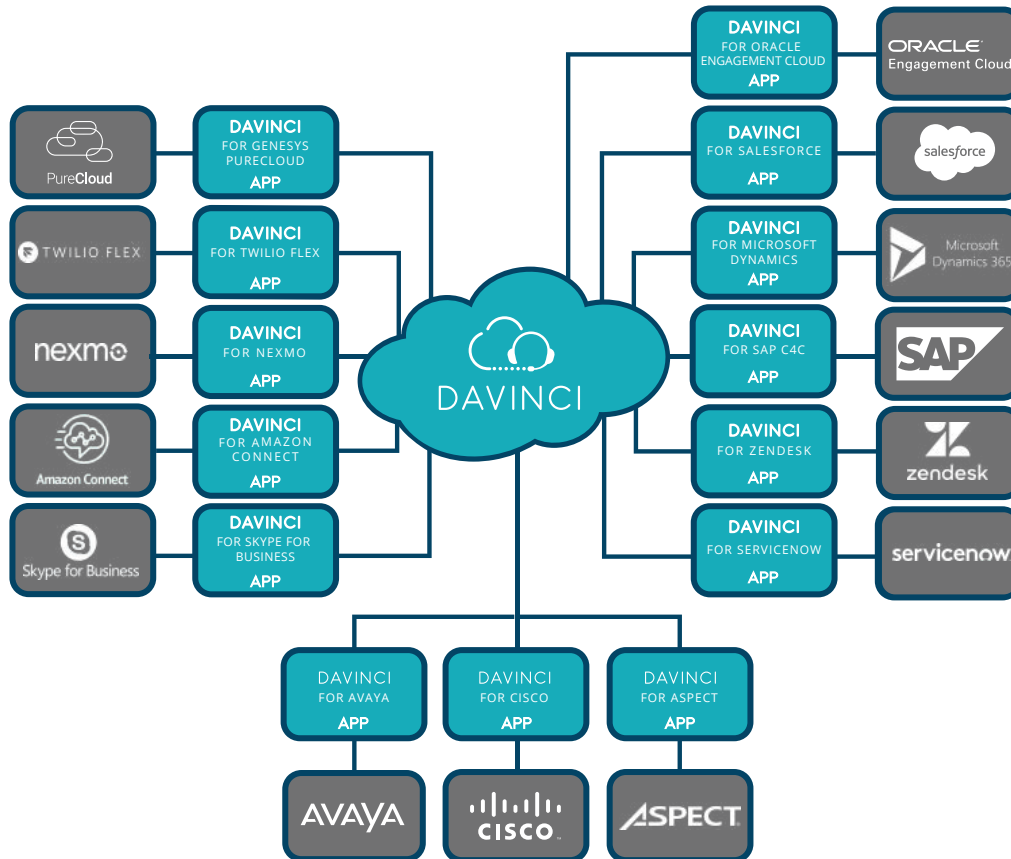
Full spectrum solution spanning premise to cloud - scales to fit any size organization and reasonable needs.

Seamless Migration

Provides a solid path for migrating to cloud communications and taking advantage of the new and innovative features offered by the next generation of cloud-based offerings

DaVinci Platform Ecosystem

Easily plug-and-play all the apps you use to run your contact center



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DaVinci is a product of AMC Technology