CAFé X

Live Engagement in Apps Made Simple

Transforming Customer Experiences and Workforce Collaboration over Mobile & Web Touchpoints

Digital is the New Face of Business

❯ 90% of customers prefer mobile apps for first contact

❯ Web video conferencing will double in the next two years

Enterprise Pain Points

❯ High friction, disjointed customer journeys across channels

❯ Browser plugins & compatibility issues

❯ Complex, expensive architectures

CaféX Solution

❯ Easily embed real-time collaboration with context

❯ Reach every user on every browser and on mobile

❯ Connect apps securely and simply to existing UC & CC assets

Making together happen
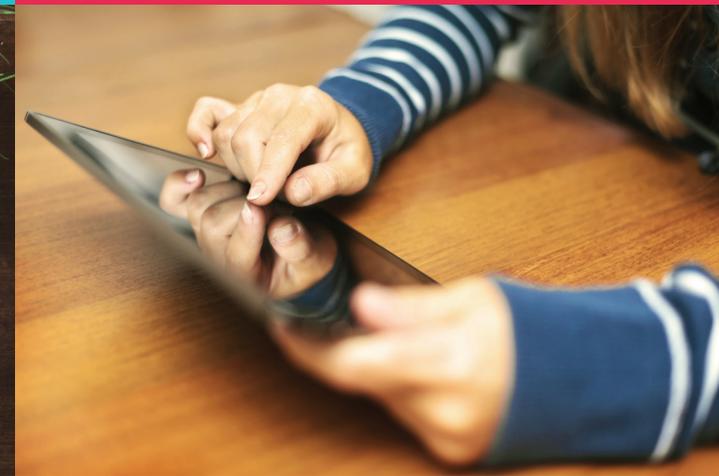
CaféX Solutions at a Glance

Meetings

Provide face-to-face teaming with savings of up to 70%. Connect to existing video systems and reach every user securely on every Web browser with no software to install.

Supervisor Assist

Create highly interactive coaching experiences during customer calls. Supervisors located anywhere can use any Web browser to listen to conversations, text chat with agents, view and optionally interact with agents' desktops.

Kickstart
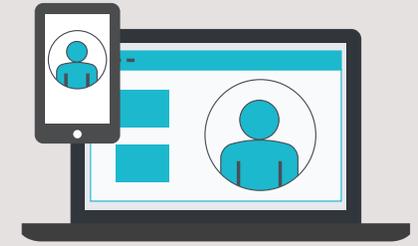
Non-programmers and business users can configure voice and video calling, co-browsing and other real-time communications features within mobile and Web applications through an easy-to-use wizard.

Live Assist®

With two lines of code, Live Assist enables real-time engagement in apps so that experts can co-browse with users, see and remotely control their apps or websites, fill out forms, annotate and share files while hiding sensitive fields.

Enterprise WebRTC

WebRTC
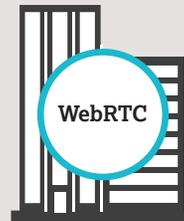
Embed HD voice and video calling within mobile apps and websites. Avoid browser plugins, integrate natively with iOS & Android and connect to existing SIP-based UC and contact center infrastructures.

Omnichannel Integrations

Aggregate context across channels to create intuitive transitions that unify customer journeys. IVR bypass ensures calls are routed intelligently to the right contact center specialists. Visual IVR and callback further enrich experiences.