



SecureCo™

# SecureCo Intelligent Voice Platform for CISCO

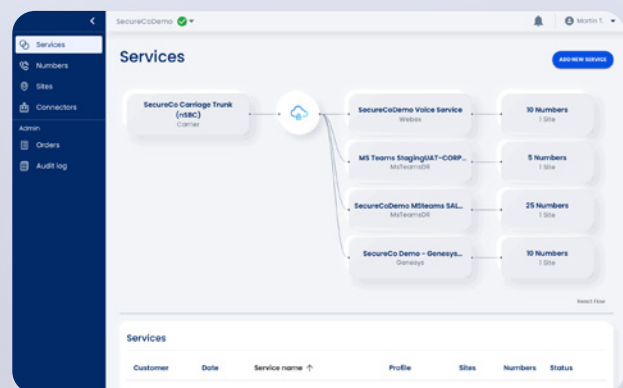
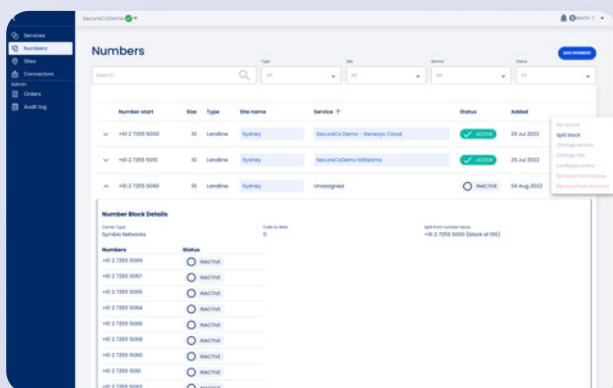
The 'no-code' communication platform  
bringing empathy to the forefront of  
customer experiences

**SecureCo's Intelligent Voice Platform (IVP) is the no-code solution that helps organisations reduce the complexities of deploying and managing voice technologies, whilst bringing empathy to the forefront of customer experiences.**

IVP acts as a hub connecting all of a company's calling, contact centre and unified communications technologies with the services required to create the customer experience of the future, one that prioritises convenience and empathy.

### Why choose SecureCo for CX/EX transformation projects?

- We're a no-code solution that doesn't require complex development
- We support hybrid cloud environments by combining legacy on-premise solutions, like Verint's voice analytics, with modern cloud technologies
- We seamlessly connect your entire voice tech stack in one place



# How does Intelligent Voice help you?

## Migrate voice to the cloud



- Confidently migrate without disruption whilst sweating your existing assets and progressively improving CX
- Self-serve portal to manage and migrate one number (or thousands) however and whenever you need
- Multi-carrier diversity for better resilience and call quality
- Easily add and configure sites and services in minutes, not days or weeks\*
- Real-time reports to understand usage patterns for better calling resource planning

\*Depending upon configuration

## Easily integrate voice, anywhere



- Simple connectivity of CISCO calling solutions with unified communications and your corporate telephony
- Native integration with MS Teams and Webex calling unified communications platforms
- Easily and securely record and transform voice streams in real-time to facilitate speech analytics, compliance automation, biometrics and secure payments

## Access conversational data, from all voice touch-points



- Enable access to voice data across all your voice technologies; CISCO, MS Teams, Uniphore and many more
- Real-time recording with no impact on call quality or latency between parties
- Automatically transform CTI meta-data between your voice technologies
- Prebuilt connectors with industry-leading speech intelligence provide speech analytics, compliance automation, biometrics, artificial intelligence, and payments

## Secure payments over the phone



- Enable the modern hybrid workforce by enabling calls to be taken anywhere, anytime
- De-risk payments by completely removing credit card data from your contact centre
- Eliminate IVRs or call transfers to help reduce call handling times and improve customer experiences
- Choose any payment gateway for full control of where your payments are processed
- Choose from multiple integration options, including a branded hosted capture page or build your own



## GET IN TOUCH

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