



# aavaz360<sup>ne</sup>



unified  
multi-channel  
communication platform

your customers expect  
multi-channel conversations.

## your customers want



**more channels.**

I prefer companies that let me communicate in different channels.



**the right channels.**

Companies should resolve my problems using the quickest channel.



**seamless.**

Companies should give me a seamless experience across channels.

stop contacting your customers.  
start connecting with them.



[aavaz-contact-center.com](http://aavaz-contact-center.com)



011-431-55-333



[sales@aavaz.biz](mailto:sales@aavaz.biz)



# aavaz360<sup>ne</sup>

## your channels



### email

Outbound and inbound emails with automated distribution, canned responses, send status and track opens



### sms

Outbound and inbound text messaging with skills based routing, automated responses and more



### voice

Powerful capabilities include full PBX functions, IVR, skills based routing, live monitoring, call recordings, transfer and conference calls.



### web chat

Chat with your customers from your website application. Different pages can be configured to chat with relevant skilled agents.

## your work flows



### marketing

Get visibility into your prospects with email, web tracking and more.



### sales

Sales agents have full visibility into prospect activities, lead pipeline nurturing and communications best suited to their needs.



### support

Support staff know the customer inside and out, creating amazing customer experiences and generating additional sales opportunities.

# unified.

**don't wait - start connecting.  
get a free demo and see how!**



[aavaz-contact-center.com](http://aavaz-contact-center.com)



011-431-55-333



[sales@aavaz.biz](mailto:sales@aavaz.biz)