



Revolutionize customer
engagement with

B'yond CCaaS Solutions

www.byondplatforms.com



Powerful. Intuitive. Seamless.

Highlights



Single-tenant
& Multi-tenant



Advanced
dialers



Multilevel IVR



In-built
webphone



In-built basic
CRM



In-built
ticketing
system



Skill based
mapping



Remote agent



Audio
conference



Answering
machine
detection (AMD)



Live call
monitoring



100% voice
logging



Real-time
analytics &
reports



Third party
software
integration

Remote features



Remote agent



In-built
WebRTC
phone



Highly secure



Call forwarding
to mobile



Call bridging



Call recording

Our platform's capabilities

- Configurable scripts
- Lead management
- Easy agent management
- Agent callback management
- Outbound job scheduler
- Easy to configure call routing
- Music on hold (MOH)
- Voicemail
- Multi-lingual support
- Trunk/Gateway management
- DID management
- Campaign management
- In-built ticketing system
- Sticky agent
- Barge-in/Counching/Whisper
- Recording playback
- Download options
- Dashboard
- Real-time queue & agent status
- Theme selection
- Week off mode
- Holiday mode
- DNC Control
- Automatic missed call
- Abandoned call dialing
- Call disposition details
- Agent break details
- Real-time call status
- Multi-user login
- User wise time zone
- Real-time campaign monitor
- Time conditions based inboundcall routing

Advanced dialers

- Predictive
- Auto
- Progressive
- Promotional
- Preview
- Manual

Call transfer to

- Agent
- Queue
- Supervisor
- External number

Call conference with

- Supervisor
- External number

Unleashing our unraveled strength

Product customization



Easy deployment



Attractive UI / UX



Robust & Secure



Seats

Single server: 200

Distributed server: 500

Cluster server: 2,000+



Concurrent calls

Single server: 500

Distributed server: 1,500

Cluster server: 5,000+



2,000+ seats and 5,000+ concurrent calls through a cluster architecture

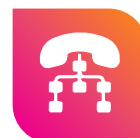
Amplitech: supercharging software with add-on modules



AI Chatbot



Whatsapp bot



Voice transcript
(recording & voicemail)



Quality analysis



Whatsapp broadcasting



SMS broadcasting

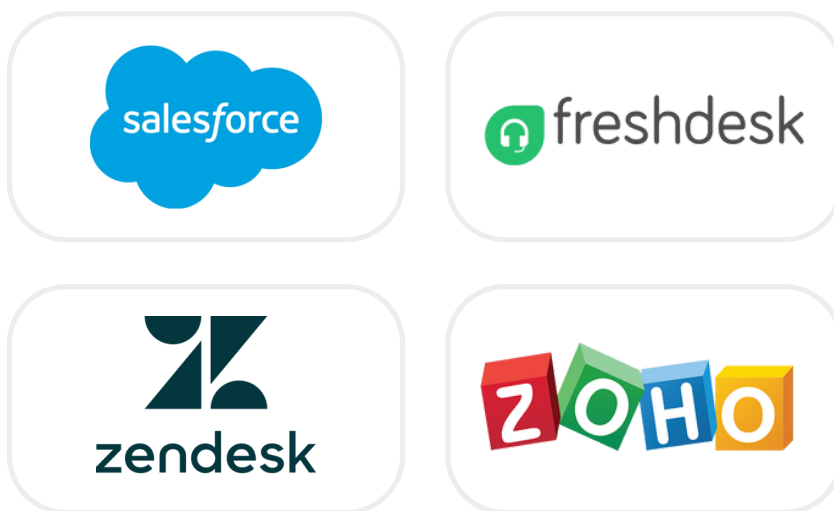


Survey module
(IVR & agent)

Third-party integrations

With seamless support for third-party integration, B'yond **effortlessly** integrates with your existing tools and systems, ensuring a smooth and efficient workflow.

CRM integrations



Social media integrations

The B'yond Platform's advanced social media integration capabilities empowers you to connect with your audience wherever they are, leveraging the power of social platforms to enhance customer engagement and support.



Facebook



Instagram



Twitter



Whatsapp



Telegram



B'yond Platforms Pte Ltd
36 Robinson Road
#20-01 City House
Singapore 068877
+65 31591056
sales@byondplatforms.com
www.byondplatforms.com