

Why Choose Cloudli Call Centre?

- **Boost Efficiency**
Optimize workflows with automation and intelligent call distribution.
- **Enhance Customer Experience**
Reduce wait times and improve resolution rates with smart routing and self-service options.
- **Reduce Costs**
Eliminate costly hardware and maintenance with a cloud-based model.
- **Strengthen Reliability and Security**
Leverage enterprise-grade reliability with built-in security and compliance features.

Ideal For:

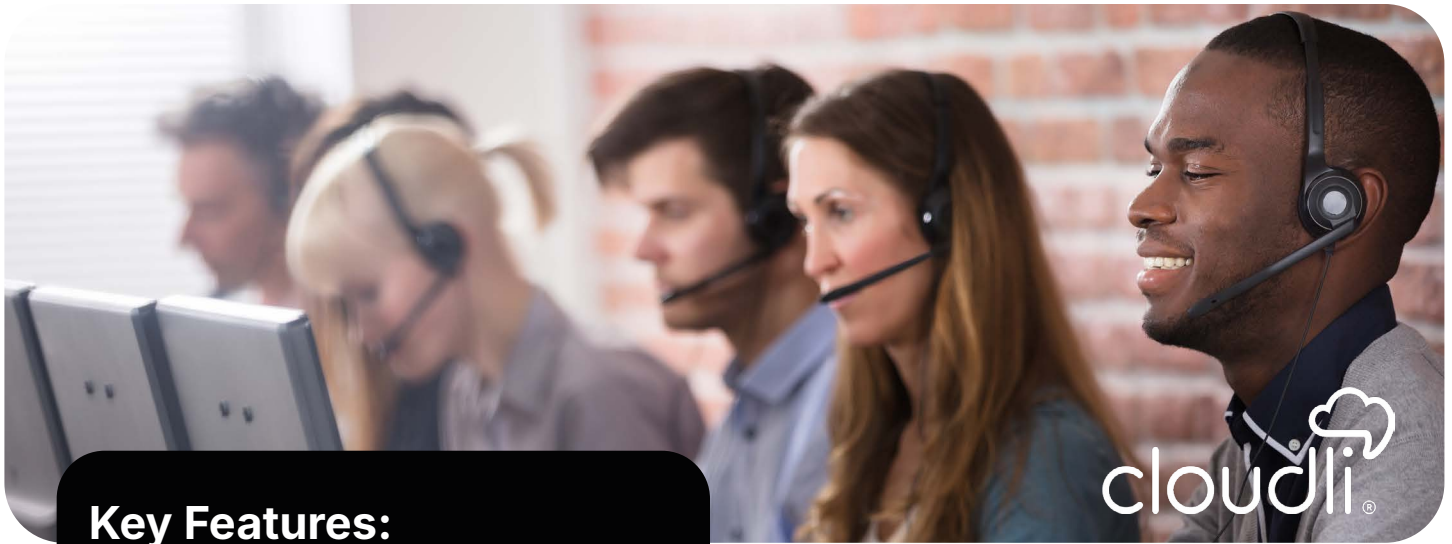
- Medical Scheduling and Billing Support
- Small Call Centres for HVAC and Professional Services
- Customer Service and Support Teams
- Sales and Lead Generation Call Centres
- IT and Helpdesk Support
- Financial and Healthcare Call Centres

Transform Calls into Success Stories with Cloudli Call Centre

With business moving quickly and customer expectations higher than ever, delays, misrouted calls, and workflow inefficiencies can cost you customers and revenue. Cloudli Call Centre empowers small businesses with the tools needed to enhance productivity, optimize workflows, and deliver exceptional customer experiences.

Cloudli Call Centre is a cloud communication solution designed for businesses that support small or large-scale calling operations. Its simple yet robust features help streamline customer interactions, improve agent productivity, and optimize workflows with data-driven insights.

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Key Features:

- **Advanced Call Routing**
Direct calls automatically to the right agent or department based on predefined rules.
- **Auto-Attendant**
Cut operational costs and wait times by directing callers to the right department.
- **Call Recording & Analytics**
Monitor and analyze call performance with built-in recording and reporting tools.
- **Scalability & Flexibility**
Scale your operations by adding agents as needed to support growth and demand.
- **API Integrations**
Connect with popular platforms via REST APIs to streamline workflows.
- **Agent Supervision**
Supervise calls silently, offer real-time “whisper” coaching, and “barge-in” to take control of the call.
- **Automated Call Back**
Eliminate long hold times by giving callers the option to receive a call back when the next agent is available.
- **Distributed Workforce**
Enable your agents to take calls from anywhere via the mobile app.

Ready to learn more?

Contact Cloudli:
1-877-808-8647
sales@cloudli.com
www.cloudli.com

Cloudli Communications is a business communications solution provider where customers come first and partners thrive. We deliver cloud communications, IP Fax, Alerts and other business communications solutions to customers across the US and Canada. With a rich legacy that spans decades, our success is built on four key pillars: simple, flexible, reliable, and hands-on. Customers of all types, industries and sizes can benefit from Cloudli's solutions through its North American partner network.

To learn more about Cloudli, visit www.cloudli.com, or find us on LinkedIn, Twitter, Facebook and Instagram.