

#ReadyForNext



managing customer interactions in one place – now simplified!

Connecting customers with our AI-powered,
omnichannel **Vi Business CCaaS** solution



traditional contact centres are falling short

Today's customers expect quick answers, smarter service, and seamless support, across every channel. But if you're still relying on an on-premise setup, here's what's getting in your way:

- **High CapEx Investment**
- **Limited scalability and agility**
- **Long deployment cycles**
- **Limited business continuity**

Vi Business CCaaS

(Contact-Centre-as-a-Service)

A cloud-native, AI-powered contact centre solution that brings all your customer conversations into one unified, intelligent platform.

This virtual contact centre can help you connect with customers across calls, messages, emails, chats, and social media – all in real-time.



give your business superior CX capabilities



Omnichannel communication

Voice, SMS, email, chat, social on one platform



Gen-AI agent assist

Live prompts, auto summaries, sentiment analysis



Smart automation

Predictive routing with AI-based workflows



Real-time analytics & reports

Track performance and improve CX



Global reach with SIP connectivity

Engage customers across regions



CRM & knowledge integration

Plug-and-play with your existing systems



choose the right **Cloud Contact Centre** for your business needs

Vi Business CCaaS | GENESYS[™] solution

- AI-driven, omnichannel CX with end-to-end quality management
- Offer a solution-centric marketplace for all Genesys platforms
- Global SIP connectivity with Vi Voice & Data
- Recognised leader in the Gartner Magic Quadrant
- Certified secure and compliant solution
(HIPAA, PCI-DSS, GDPR, AES)
- 24x7 managed services support

Vi Business CCaaS solution

- Hyper-personalised omnichannel experiences
- Scalable, cloud-native, microservices architecture
- Managed SIP connectivity with Vi Voice & Data
- 24x7 managed services support
- Work from anywhere over internet





how does it **benefit** you?

- Enhanced response rate
- Low CapEx investment on infrastructure
- Accelerated time-to-market
- Easy integration with existing systems
- Exceptional customer experience



why choose Vi Business?



End-To-End
integration



Global SIP in
102+ countries



In-house consulting
& managed services



Robust Telco
backbone



24x7 year-round
expert support



Proven deployment
experience



GCP-certified
professionals



One trusted
partner

Let's transform your contact centre, on your terms.



**Scan to
know more**





Enterprise Mobility



Communication



Connectivity



Security



IoT



Colocation & Cloud

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