



Imagicle UCX Cloud Suite.

Imagicle applications for your Webex Calling.

Turn-key integrations to elevate
users' calling experience.



Your communications
faster, smarter, easier.



110+

Happy people

7

Offices worldwide

+2,200

Active Customers

110+ Happy People: We're a happy team of 110+ people. We start every day with a smile and the will to do better.

7 Offices worldwide: HQ in Italy (Tuscany), with offices in Milan and Treviso and 3 subsidiaries in Miami, Dubai, Riyadh and Paris.

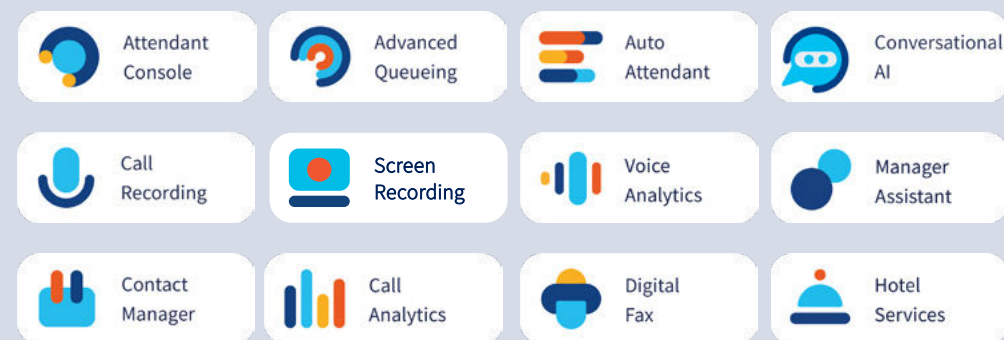
+2,200 Active Customers: Thousands Mid Large Customers in more than 50 countries are leveraging Imagicle apps to smooth out their operations.

Imagicle UCX Cloud Suite for Webex Calling.



One suite of UC apps and **omnichannel conversational solutions based on Artificial Intelligence**, to improve Customer (CX) and Employee (EX) Experience.

Ideal for mid market and enterprise customers, it's available from the Cloud and in mixed environments, granting the flexibility, security and innovation needed in the new hybrid and more digital world, simplifying deployment, integrations, administration and use.



Imagicle Cloud. Wherever you need it.



Imagicle UCX Cloud Suite public shared instance is available for production, free trials and Labs, in North America, Europe and Middle East.

As an option, a dedicated cloud instance can be activated in over 20 Data Centers around the world for specific customers requirements.





Imagicle UCX Cloud Suite is available on Cisco GPL S+!

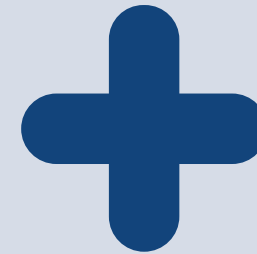


Not only perpetual licenses and software subscriptions.

Cloud SW Subscriptions (SaaS) options are available on Cisco GPL S+ for every Imagicle app!



Automatic user's synchronization from Webex Control Hub.

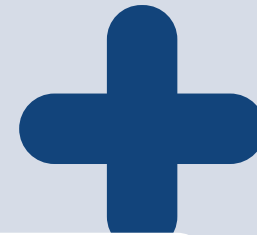


Your user's list is **automatically synchronized from your Control Hub to Imagicle UCX Cloud Suite**, making it easier to keep your list always updated.

- **No need to edit users manually** in case of changes.
- **Simplified deployment and cost optimization.**
- There's **no need** to add a **dedicated instance** or a **private peering** to synchronize users from the Active Directory.
- **No on-premises** infrastructures or **connectors** required.



Webex Calling integrations.



The ONLY Attendant Console

Integrated with both MT and DI (including also Cloud Advanced Queueing-AA), working with Webex App.



The ONLY Digital Fax

Cloud-based inbound and outbound fax for both MT and DI, now in general availability.

NEW



Call Recording+ Voice Analytics + Screen Recording

On top of Cloud Call Recording for DI, support for MT coming on Webex Control Hub in Q1 2023.

Coming soon



Call Analytics

Providing comprehensive Cloud Call Analytics for both DI and now also MT, coming Q1 2023.

Coming soon

Attendant Console

The operator console solution that simplifies and improves the handling of incoming and outgoing calls for all operators.

Your calls just a click away.
Answering, transferring and parking, queue management, and call recording.

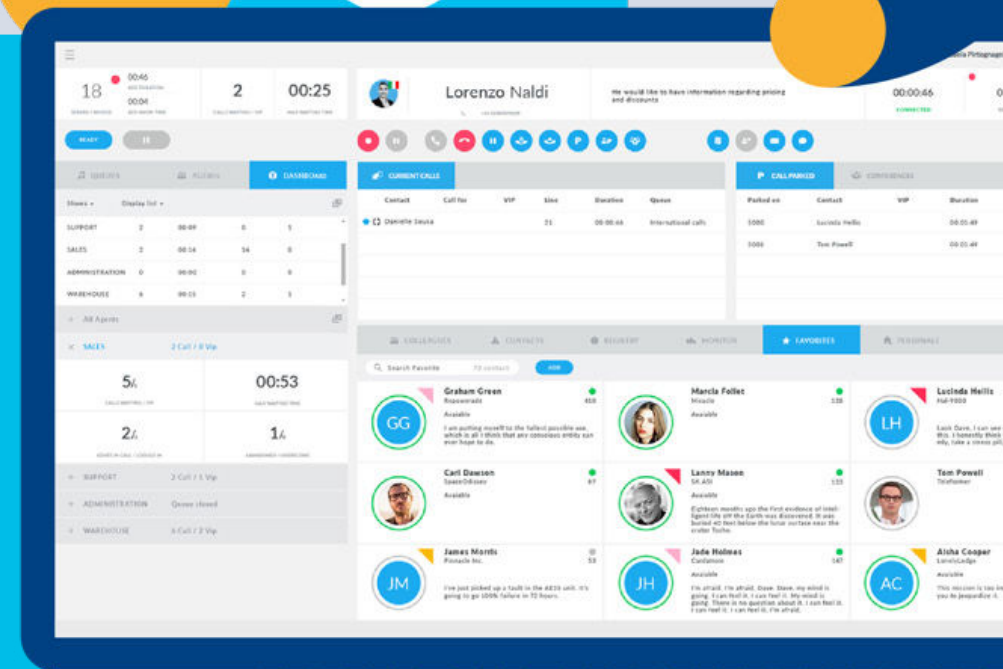
Integrated with your directories.
All contacts are available within seconds, wherever they are stored.

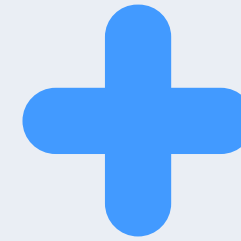
Ideal for Hybrid Working.
Same user experience on all devices, in the office or remotely.

Keep everything under control.
Colleagues, contacts, favorites, active calls panel, and much more.

Three profiles for every need.
Choose what's best for you based on the features you need: Professional, Enterprise, or Operator Essentials.

The top of Customer Service.
Perfectly integrated with the other Imagicle solutions for Customer Service, like Auto Attendant and Advanced Queueing.



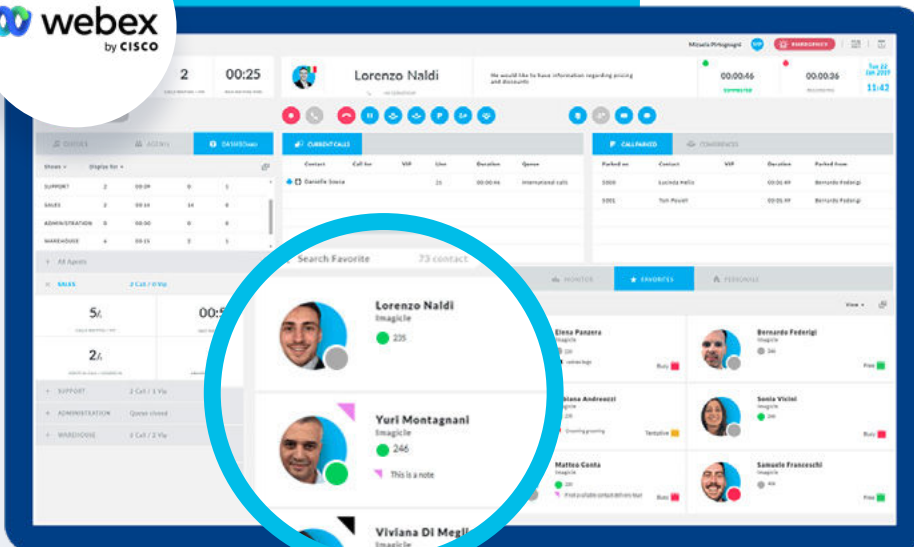


Your colleagues' list always updated in the Attendant Console.

Cisco Webex
Control Hub



webex
by CISCO



Thanks to the automatic user sync from the Control Hub, your list of colleagues, together with their Webex avatar picture, will be automatically visible from your Attendant Console.

Plus, Imagicle Attendant Console allows you to see not only BLF of users, but also presence status from:

- Webex
- Cisco Jabber
- Microsoft Teams

Perfect for multi vendor environments, with mix-and-match of Calling and Collaboration.



The ONLY Attendant Console for Webex Calling.



Today, Imagicle is the **only** Cisco ecosystem partner to offer a flagship **Cloud Attendant Console**, complete with Advanced Queueing and Auto Attendant services, serving mixed environments as well.

- Ideal for **hybrid work**.
- Fully compatible with **Webex Calling multi-tenant and dedicated** (former UCM Cloud), Cisco **UCM and HCS**.



Imagicle does it better.

Imagicle Attendant Console is ideal for any industry and company size needing a modern, powerful, easy to use operator console.

Feature	Attendant Console + Adv. Queue and Auto Att.	Webex Calling Receptionist
User experience	Modern UI	Date UI
Profiled access	Yes – Fully profiled access	Limited
Queuing	Yes, rich	Limited
Auto-attendant	Yes, rich	Limited
Reporting	Yes, rich	Limited
Telephony presence	Yes	Limited
Rich presence	Yes	No
O365 Calendar integration	Yes	No
CRM/ERP integration	Yes	No
Panic button	Yes	No
Call notes	Yes	No
Call notifications	Yes	No
External contacts	Yes	Limited
SMS	Yes	No
Caller country	Yes	No
Manage Agent status (Ready/Not Ready/Pause)	Yes	Limited
Custom Caller ID	Yes	Limited
Answer incoming calls	Yes	Limited
Music/messages to callers during waiting	Yes	No
VIP treatment	Yes	No
Call Park	Yes	Yes
Single Sign-On	Yes	Yes
Identify returned calls	Yes	Yes
User sync from Webex	Yes	Yes
Re-order calls in queue	No	Yes
Call pick-up	No	Yes
Conference	No	Yes
Direct transfer to VM	No	Yes



Imagicle Attendant Console

An answer for every need, a solution for every user.



Professional

Smart telephone operator's console ideal for small companies and teams.

- Full multiple calls management: answer, hang up, hold/resume, park, blind transfer, consulted transfer, conference call, call registry
- Advanced Queueing feature (2 chan.) with full reporting and single login to all queues
- Colleagues phone and rich presence
- Personal- shared directories for contacts
- Caller ID, Click-2-call, screen pop-up
- Modern client for Windows and Mac in 8 languages
- Customizable hotkeys and themes
- Certified for visually impaired users, with ZoomText Magnifier, Braille Displays, and Vocalizer software

MOST POPULAR



Enterprise

Fully featured operator console with complete queues visibility, management, and supervisor console features.

ALL IN PROFESSIONAL PLUS

- Queued call list with selective pick-up
- Camp on park
- Login/logout to specific queues
- Force login status of other operators
- Open/Close queues
- Silent monitoring and Whisper coaching
- VIP Treatment
- Real-time supervisor dashboard

*Not suitable for visually impaired users.



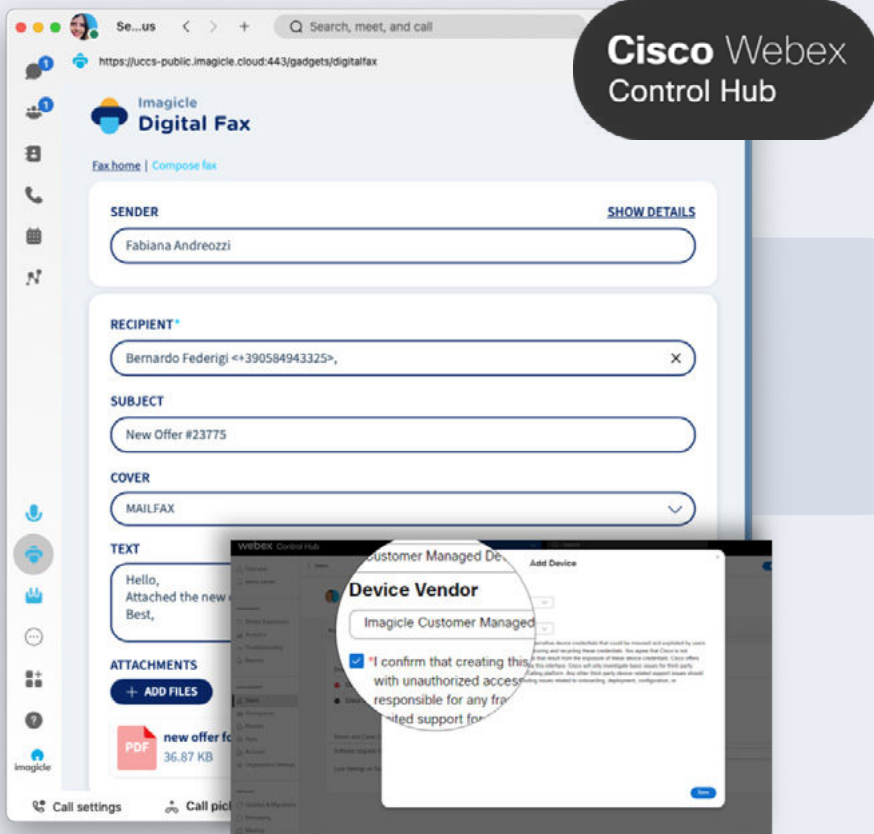
Operator Essentials

Simple operator bar for hunt groups making it easier to welcome customers.

- Single call management: answer, hang up, hold/resume, blind transfer, consulted transfer, conference call, call registry
- Advanced Queueing feature (1 chan.) with full reporting and single login to all queues
- Colleagues phone and rich presence
- Caller ID, Click-2-call, screen pop-up
- Modern client for Windows and Mac in 8 languages customizable hotkeys and themes

NEW

Imagicle Digital Fax on Control Hub.



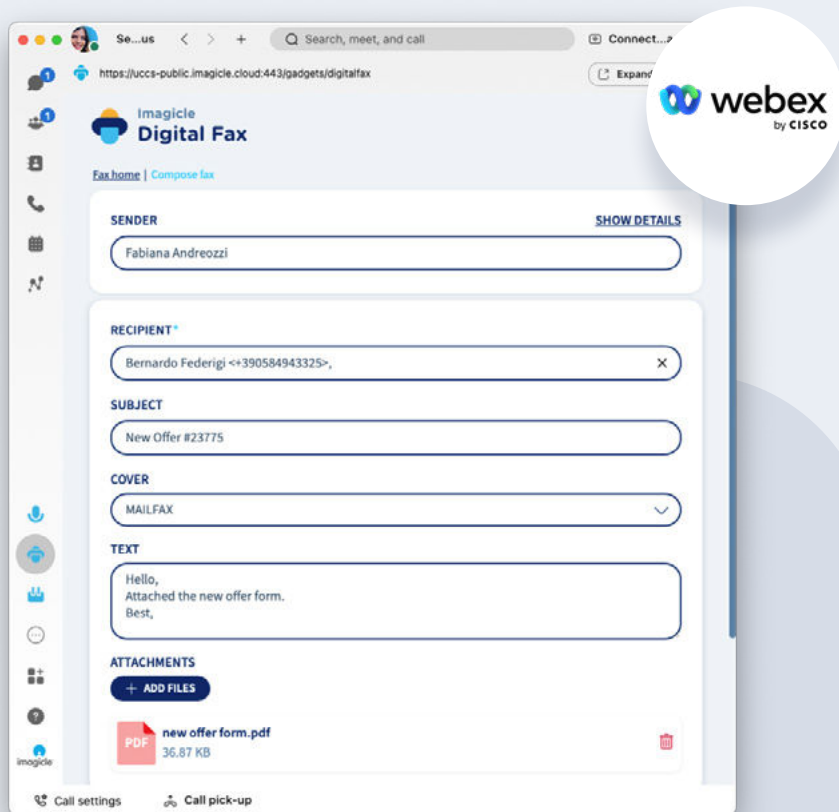
Imagicle Digital Fax is now available directly from Webex Control Hub, fully Integrated with Webex Calling to deliver a 100% cloud-based faxing solution.

Thanks to the direct connection to the Webex Control Hub, you will be able to:

- Send and receive faxes **regardless of your PSTN**
- Compatible with **any PSTN** (including Cisco PSTN)
- **Quick and Easy** solution configuration



A modern fax experience with your every day tools.



THE ONLY NATIVELY INTEGRATED WITH WEBEX CALLING

- Send and receive faxes anywhere
- Any e-mail client, Email Server (POP3-POP3S-SMTP-IMAP-EWS), or Web Browser (http e https)
- Works with Network Scanners, Digital Senders, network MF printers
- Mobile App for Android and iPhone/iPad, Cisco Webex and Cisco Jabber
- Supports all formats: ready for pdf, jpg, doc(x), xls(x), rtf, bmp, jpeg, gif, tiff
- Supports group/department and personal fax number
- Cover page per group/department
- Optional, unencrypted remote archiving on external Windows NAS
- Protocol number feature
- Supports sending the same fax to multiple recipients
- Send receipt is sent by email



Transform customer conversations into a gold mine of insights.



Imagicle Call Recording

Get all company calls recorded, grant quality assurance and recording compliance.

Soon in Control Hub



Imagicle Voice Analytics

Analyze recorded calls and provide insight with multilanguage transcriptions and sentiment analysis.

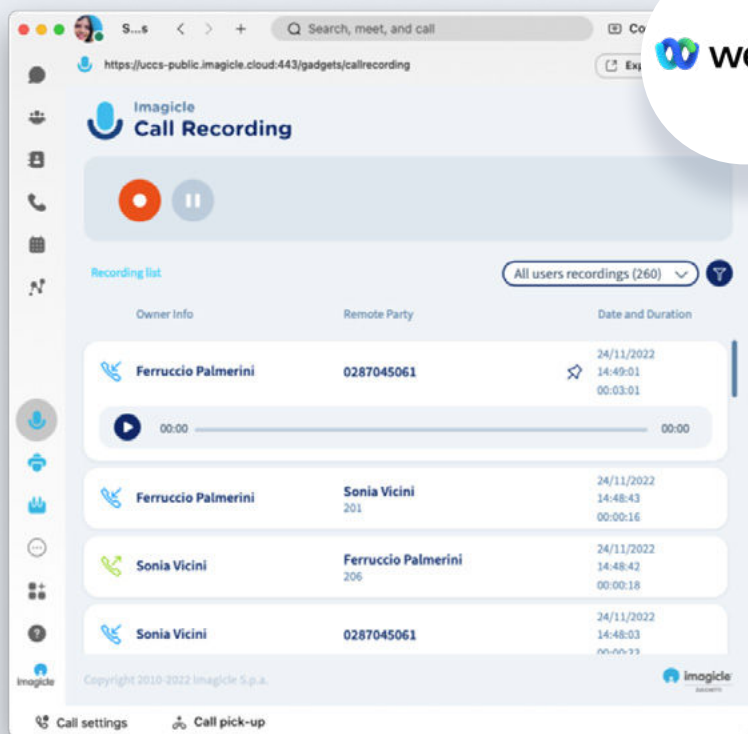


Imagicle Screen Recording

Access 100% of agents interactions, better monitor remote work and improve quality services.

NEW

Words matter. Record them.



WORKS WITH WEBEX CALLING
DEDICATED. WEBEX CALLING MULTI
TENANT INTEGRATION IN PROGRESS

- Exclusive Search & Play gadget for the Cisco Webex App
- Button to start/stop/pause on-demand recordings
- Button to start/stop/pause on-demand recordings.
- Pausing recordings during credit card data acquisition (CID, CAV2, CVC2, CVV2) is mandatory for PCI-DSS compliance
- Role-based, password protected access (complies with the GDPR European legislation)
- A huge imagicle On Prem UCM/BE customer base to migrate to Cloud!



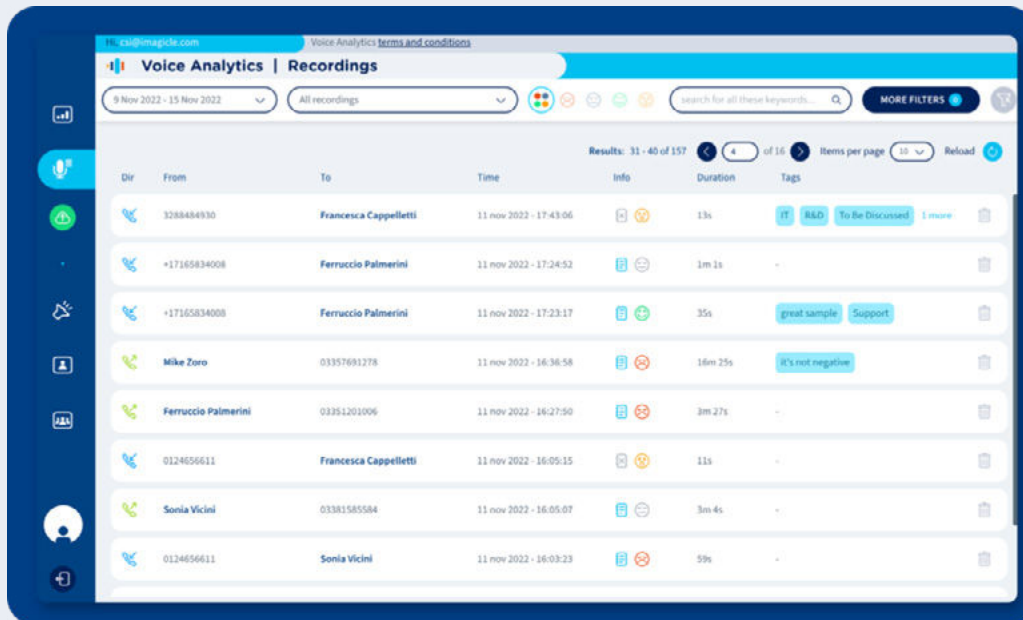
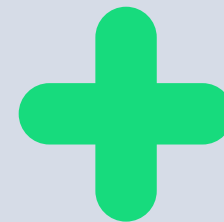
Better Together!

Call + Screen Recording + Voice Analytics.



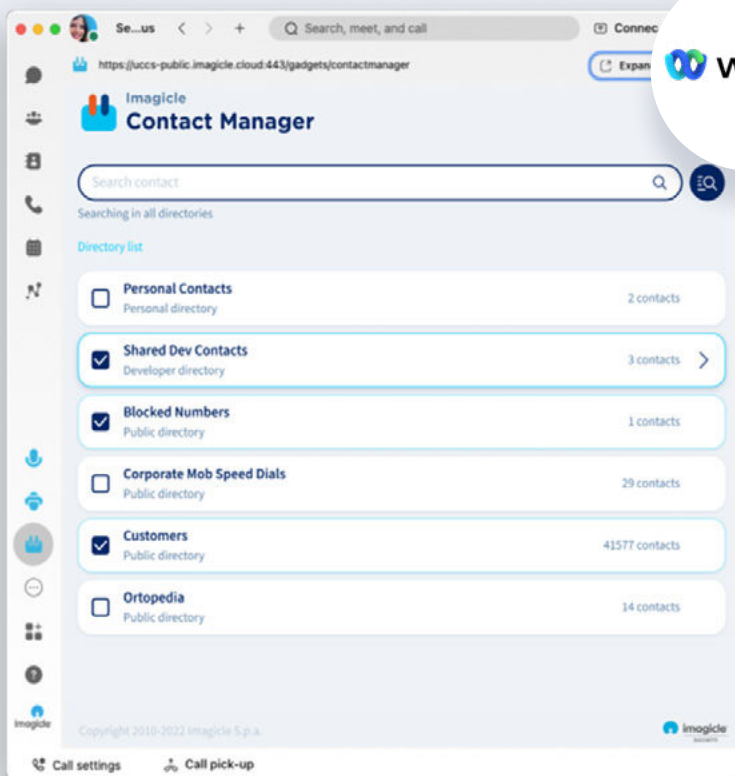
Analyze insight of call recording while playing the related screen recording directly inside Imagicle Voice Analytics, getting the real power of conversation analysis.

- **Unified Play** call and screen recording (coming soon) and get an accurate analysis;
- Get insight, transcriptions and check what's happened on the agents' screen.





Manage company directories like never before.



- Import and sync all your internal and external contacts in one app
- Active Directory, LDAP, Salesforce.com, MS-Dynamics, ODBC, MS-Exchange, Lotus Notes/ Domino, Excel, etc.
- Access your contacts directly through your Webex Client, web portal, tablet/ smartphone, or Imagicle Attendant Console
- Caller ID directly on IP Phone and on Imagicle Attendant Console
- Public, Department, and Personal directories
- Multilevel access
- Search across specific or all directories
- Search while you type, with T9 support
- Speed dials
- Clip&Dial from any software



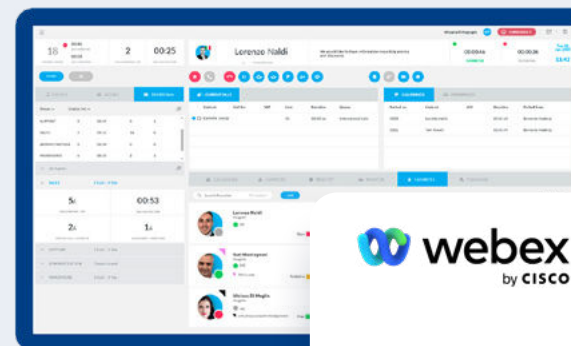
Webex's Single Sign-On.

Simplified access, increased security.



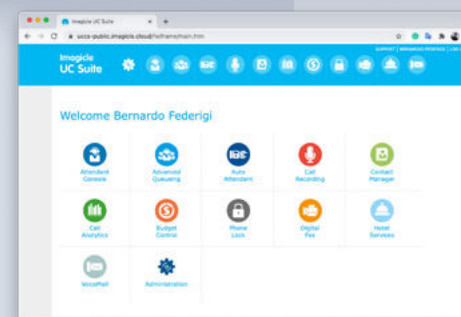
Webex Single sign-on to all Imagicle applications.

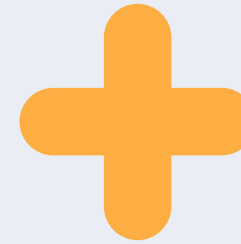
Use your **Webex's credentials** to access the Imagicle apps. Get increased security and ease of use with a **single, secure login for all Imagicle apps**, for each user and device, granting the same experience everywhere.



webex
by CISCO

Sign in



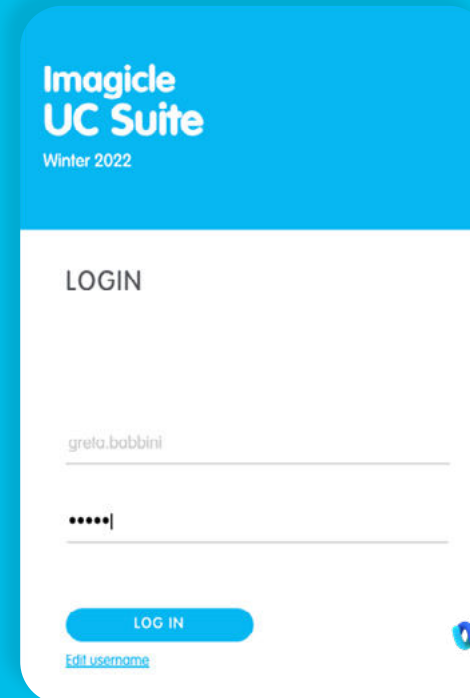


Also compatible with...

Imagicle apps are compatible also with the leading SSO and identity provider tools in the market.

Available for:

- Web interface
- Attendant Console for Windows and Mac
- Webex/Jabber gadgets
- Cisco Finesse gadgets
- Manager Assistant
- Voice Analytics





The most complete Cloud Suite for Cisco calling.

Working with any Cisco Calling platform, also mixed, enabling the Cloud shift.



Imagicle UCX Cloud Suite

Webex Calling ^{MT}

Webex Calling ^{DI}

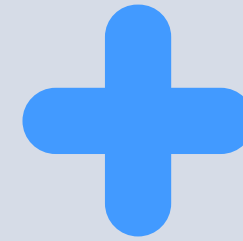
UCM/BE/HCS/ BroadWorks

Imagicle UCX Cloud Suite	Webex Calling ^{MT}	Webex Calling ^{DI}	UCM/BE/HCS/ BroadWorks
Attendant Console	Yes	Yes	Yes
Supervisor Console - Operator Essentials	Yes	Yes	Yes
Advanced queuing and Auto Attendant	Yes	Yes	Yes
Conversational AI	Yes	Yes	Yes
Call Recording with AI Voice Analytics and Screen Recording	Yes ¹ 	Yes	Yes
Contact Manager	Yes	Yes	Yes
Digital Fax	Yes 	Yes	Yes
Call Analytics	Yes ¹	Yes	Yes

1_Coming Q1 2023.



Imagicle outstanding value prop with Cisco Webex Calling.



The only Attendant Console for Webex Calling MT and DI.

Imagicle is the only Cisco ecosystem partner offering a flagship Cloud Attendant Console for Webex Calling. With Advanced Queueing and Auto Attendant services.

The only Digital Cloud Fax for Webex Calling MT and DI.

Imagicle Digital Cloud Fax is the only one natively integrated with Cisco Webex Calling through Control Hub, working with any customer PSTN option in Webex.

Call Recording and Analytics on Control Hub.

Call Recording and Call Analytics integrations for Webex Calling Multi-Tenant are almost here, also granting Call Recording management from Control Hub by Q1 2023 end.

The only UCX Suite for Webex Calling on Cisco pricelist.

Cloud SW Subscriptions (SaaS) options available on Cisco GPL S+ for every Imagicle apps in addition to perpetual licenses and software subscriptions.

Do you want to learn more?

There's a Webex Calling-dedicated Imagicle webinar on March 15th!

REGISTER NOW

