

ChorusCX

Like a musical chorus, with many voices performing in unison, ChorusCX blends previously disparate applications into a single, synchronized CX performance.

ChorusCX brings together Unified Communications and Customer Experience Management technologies into a single, brandable portfolio. It's designed to deploy into any organization with around-the-clock support, so teams can standardize CX globally while keeping costs and complexity in check. Choose the full suite or start with one or two modules and scale at your pace, backed by an open integration approach and partner-friendly white-label options.

Benefits of ChorusCX

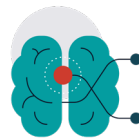
- End-to-end CEM in one suite - no multi-vendor juggling.
- Global reach & 24x7 support to standardize CX across regions.
- Enterprise-class features at an SME price point.
- Open platform with deep integrations to your CX stack and data.
- Simple, flexible pricing & licensing you can scale with.
- Partner-ready, white-label services for channel growth.
- Roadmap you can trust, published and committed.

Talk to Our Team to Explore ChorusCX

Every ChorusCX element can be purchased today, standardized as a suite or deploy modules as you need them.



Components of ChorusCX



Guidance and Knowledge

Real-time guidance, knowledge surfacing, and agent assist to reduce handle time and boost first-contact resolution.



Number Manager

Advanced, network-level call control and routing logic for reliable, resilient voice experiences. Both IVR / PCI included.



CX

CCaaS, Omnichannel with voice, chat, email, and social; AI chatbots; advanced reporting; and compliance-ready recording.



UC

UCaaS Platform that includes cloud calling, messaging, meetings, Teams integration and collaboration, globally delivered.



Productivity and Management

Workforce Management (WFM), Workforce Optimization (WFO), Quality Management, and Speech Analytics to elevate performance and compliance.



Managed Services

Reduce operational complexity and accelerate your platform deployment with help from expert managed service providers.