

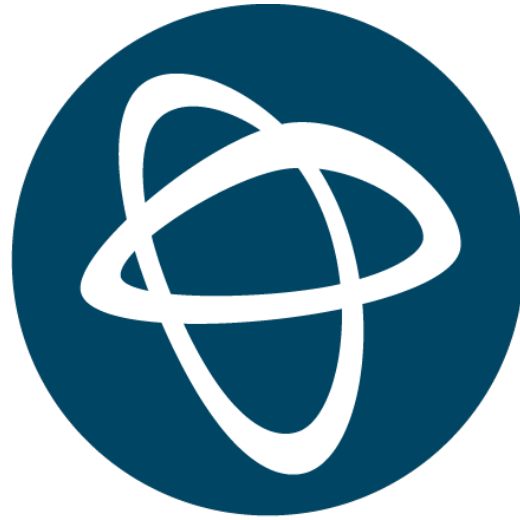
Benvenuti!



MARCO PASCULLI
Managing Director
NFON ITALIA



SANDRO PARISI
CEO
EUDATA



NFON

Cloud Telephone System



The NFON AG

Only pan-European cloud PBX provider

Listed on the stock exchange since 2018
NFON AG, A0N4N5

Foundation **2007**

Headquarter **Munich**

Data centers in **Germany**

15 countries

400.000+ extensions

2019 Acquisition „Deutsche Telefon“


scalable **1 to 249.000**

Development and Production **IN HOUSE**

Employees **400+**

More than **40.000+ CUSTOMERS**

99,9% available





**Inspire Customer
Experience**

**Deliver
amazing and
efficient
Experience**
for Customers
or Employees

Revenue
+15% YoY
Growth

+30%
growth on
Product
Revenues

**More than
150
Contact
Center
Projects**

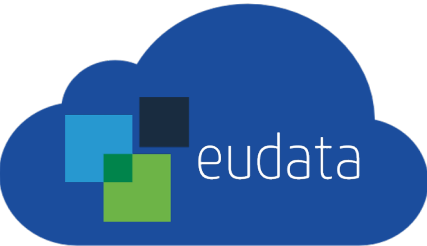
**Certified
AGILE
SCRUM
Team**

Employees
81
(69 in 2018)

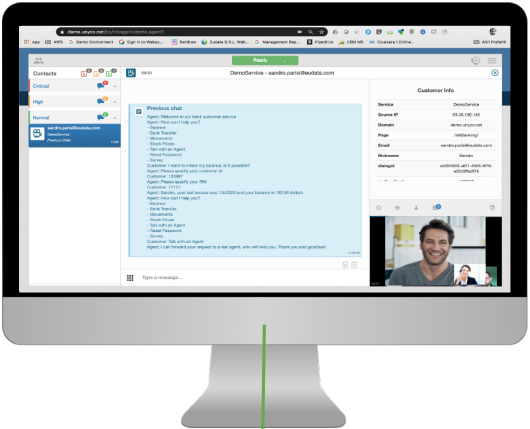
**TOP 20
Worldwide
Conversational
Platform**

Gartner®
FORRESTER®

Eudata Technology Stack



BOT and Automation



Live Agent Branch Employee Remote Consultant

For Conversational Commerce and Customer Service

Our Values

Fit

... into the customer big picture

Innovation

... is the fundamental part of corporate culture

Speed

... to provide concrete results in the fastest possible way

**Thinking Outside
the Box**



NFON

Cloud Telephone System



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La telefonia
professionale sta
migrando dal centralino
fisico al cloud...



I servizi in cloud sono una novità?



Da molti anni, le aziende trovano nel **cloud** la possibilità di utilizzare applicazioni critiche quali **CRM, ERP, eMail, Office, Backup, Security** senza acquistare server, licenze o preoccuparsi di complesse installazioni...

NFON CLOUDPBX CLOUDUCC CLOUDCONTACTCENTER

NFON Cloud Services



cloudya

Cloudya

Un nuovo modo di comunicare, di lavorare



Cloudya

Hardware per un confortevole utilizzo



Il cloud che puoi toccare

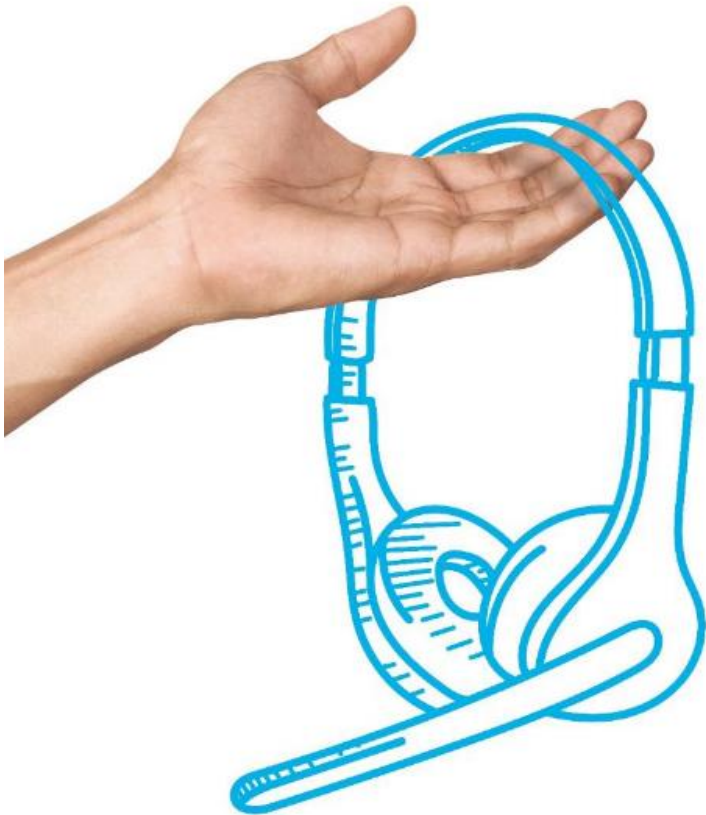
- Terminali fissi
- Terminali DECT
- Terminali per conferenze
- Cuffie e accessori
- Gateway analogici

ZERO TOUCH DEPLOYMENT



Cloudya

NContact Center



- Contact Center **Plug & Play**
- Agent **web-based preconfigurato**
- **Omni-canalità** opzionale
- **Pay-per-Use-per-Month**

Moduli as-a-Service



Key Functions

Servizi NContact Center

Automatic Call Distribution (ACD)

Intelligent Dialer



Key Functions

Crea il tuo sistema

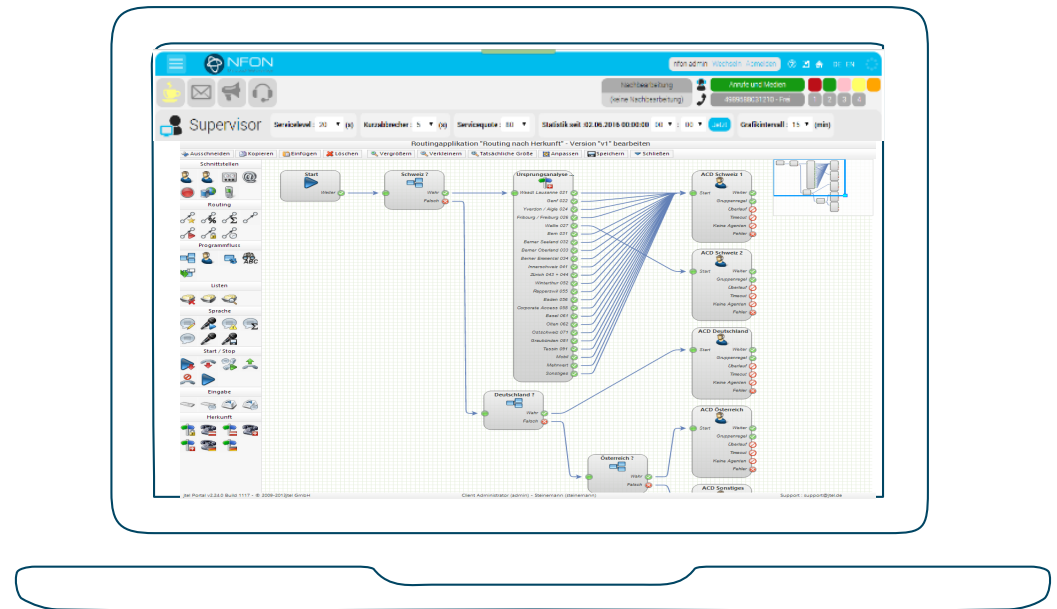


Automatic Call Distribution (ACD)

Intelligent Dialer

Call Flow Design & Optimization

Interactive Voice Response (IVR)



Key Functions

Gestione completa



Automatic Call Distribution (ACD)

Intelligent Dialer

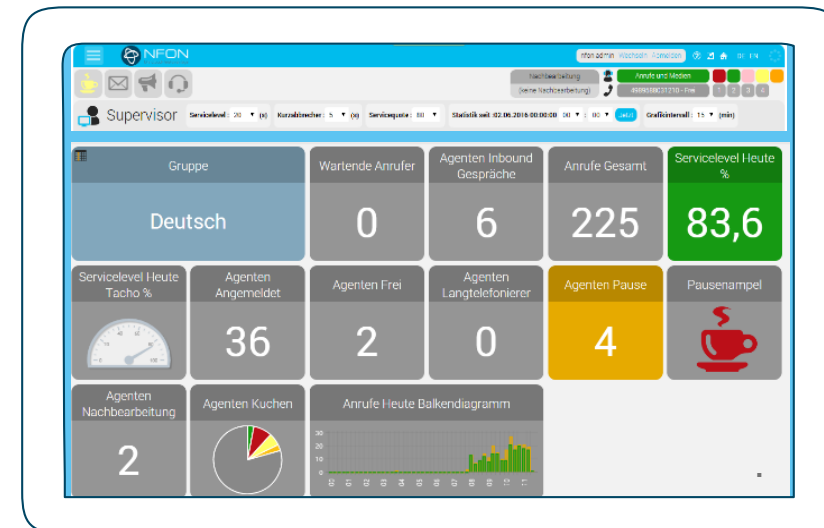
Call Flow Design & Optimization

Interactive Voice Response (IVR)

In-Call Voice Recording

Data reporting

Data wallboard



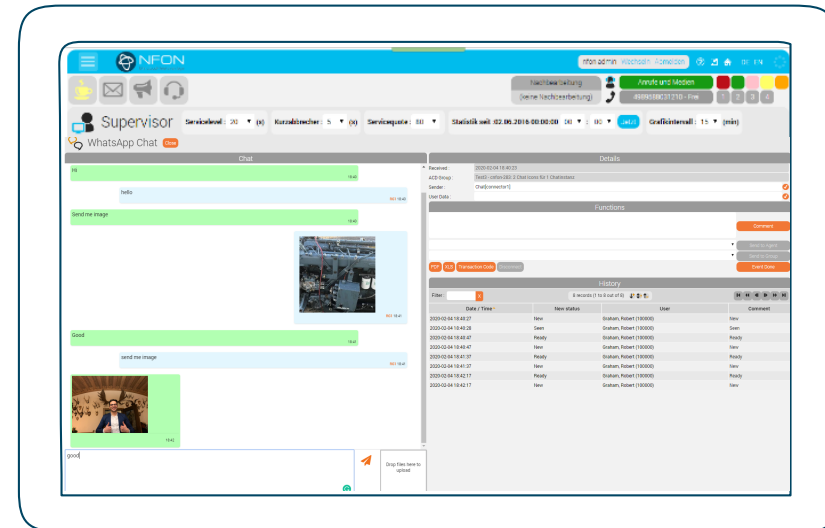
Key Functions

Non perdere neanche un'opportunità



Multicanalità = tutti i canali attraverso una sola interfaccia

- > Web-chat
- > eMail
- > SMS
- > Whatsapp
- > Social Media



Key Functions

Integra le tue applicazioni



Salesforce Adapter Integration

- Semplice integrazione dei dati dei clienti attraverso REST API
- Connettore Salesforce ready-to-use per una veloce integrazione

The image displays two screenshots of the Salesforce user interface. The left screenshot shows the configuration page for the 'jtel ACD SalesForce Adapter'. The right screenshot shows the 'Opportunities' dashboard with a table of recent opportunities and a sidebar with 'Inbound Status' and 'Agents'.

Opportunity Name	Account Name	Close Date
Acme - 110 Products (Business)	Acme (Business)	05/05/2016
Acme - 120 Products (Business)	Acme (Business)	14/04/2016
Acme - 130 Products (Business)	Acme (Business)	31/03/2016
Acme - 140 Products (Business)	Acme (Business)	16/01/2016
Acme - 1200 Products (Business)	Acme (Business)	15/05/2016



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Cloud Telephone System



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Use Case



SMB customer in the fashion industry

Need: trasformare il suo sistema di fonia e aggiungere un servizio di customer service

Come? Velocemente per esigenze organizzative

cloudya

How



NFON PBX + Contact Center

cloudya

How



1 Month to deliver the entire solution
PBX for 300 sits
Contact Center for 10 agents
IVR: open/close - VoiceMail - VIP Services
Outbound: Manual + Campaign Manager
Reporting

cloudya

What Else?



Omnichannel customer service

BOT

cloudya



Q & A



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