

Unlocking Simplicity

Fostering effortless & cohesive business communication

At MultyComm, we're at the forefront of communication evolution. Our AI-driven platform is designed to cater to the needs of both carriers and enterprises. For carriers, we provide a comprehensive array of communication services. Meanwhile, for enterprises, our solution serves as a centralised hub for all interactions, ensuring a seamless and efficient communication experience.

Why Choose Us



360 Degree Multi-Channel Communication

Seamlessly manage all internal & external communication channels in one place, enhancing efficiency and connectivity.



Built-In Security with Integrated SBC and MFA

Safeguarding your data and privacy with our robust security features including state of the art firewall and SBC



99.99% Uptime SLA & Rapid Scalability

Experience unparalleled reliability and scalability with our self-healing platform. Scalable from 500 to 500K users



Seamless Integrations

Built in integrations with various CRM platforms like Zoho, Salesforce, Hubspot, Oracle PMS and others. Webhook and API based integrations also available.

Portfolio

PBX & Voice Contact Centre

Elevate customer service with a comprehensive integrated PBX voice contact center solution.

Video Collaboration

Foster seamless collaboration with high-quality video meetings with live transcription.

AI Enabled Social Engagements

Enhance customer support by adding Non- Voice Communication Channels with AI-powered chatbots.

Targeted Marketing

Design your own voice and social media marketing campaigns using Voice , SMS , Whatsapp and other mediums.

Industry Expertise

Hospitality

Education

Healthcare

Finance



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360 Degree Integrated Communication Platform



PBX

- Android/iOS/Huawei Clients
- Bulk Number Porting
- Call Forwarding
- Call Transfer
- Calendar Integration
- CDR Reports
- Call Monitoring
- Customised Greetings
- Directory Service
- Do Not Disturb
- E911 Dialing
- Find Me - Follow Me
- Hotline
- Hot Desking
- LDAP Integration
- Multi Level IVR
- Multiparty Conference
- Office Days & Time Settings
- Operator Panel
- Personalised Hold Music
- Recording & Logging
- TTS Option For IVR Prompts
- User Selected Caller ID
- Voice Mail/ Fax to Email

Voice Contact Centre

- Inbound ACD
- Skill Based Routing
- Queue Based Routing
- Multi-Level Drag and Drop IVR
- Virtual Queues
- CRM Popup
- Supervisor Panel
- Coach / Barge / Snoop Mode
- Screen Recording
- Agent Status and Management
- Sticky Agent
- Configurable Disposition
- Progressive/ Preview/ Predictive Dialer
- Voice Blaster
- Outbound Campaign Manager
- Missed Call Alerts
- Agent Scheduler/ Reminder
- Reporting Engine
- Agent/ Call Based Reporting
- API Integration
- SFDC/ HubSpot/ ZOHO...
- CSAT
- CDR

Integrated Social Media

- Multi Channel Single Sign On
- Meta/ WhatsApp/ Instagram
- Viber
- Line
- Hike
- Telegram
- Web Chat
- Slack
- Private Notes
- Integrated AI Assist
- Scanned Welcome Message
- Conversation Track
- Message Handling Flow
- Engagement Reports
- Send Transcripts
- Agent Management
- Supervisor Control
- CSAT
- AI Assist Reply
- Variable Search

Collaboration

- Team/ Group Chat
- Screen Sharing
- Whiteboarding
- Status Indication
- Emoji Chat
- Direct Messaging
- Team Meeting Voice
- Team Meeting Video
- Private Channel
- Public Channel
- Slack Integration
- File Share
- Admin Controls
- Infinite Message Storage
- Controlled File Share
- External Email Invite
- Mobile Client
- Android/iOS/Huawei Clients
- Mention Based Chatting
- Work Flow Management

Video Meetings & Conferences

- Up to 50 Party Video Conferencing
- Instant Messaging
- Omni channel Invites
- Breakout Rooms
- Live Translation
- Auto Text
- Scheduled Video Call
- Screen Sharing
- Screen Recording
- Custom Logo Integration
- Background Noise Cancellation
- Moderator Control
- Instant Poll
- Whiteboard
- Live Streaming
- Subtitles
- Instant Quiz
- Recording Storage Option
- Lobby Mode
- Live Transcriptions
- Google/Microsoft Calendar Integration With
- Participant Stats
- Single Sign On

AI Engine

- AI Assisted Response
- Improve Writing
- Shorten/ Expand
- Fix Spelling And Grammar
- Change Message Tone
- AI Quality Manager
- Smart Scribe - Word Spotter
- Reporting Engine
- Auto Translate
- Auto Summarise
- AI Intelligent BOT
- Sentiment Analysis
- AI Language Assist
- Auto Responder
- AI Live Monitor
- AI Learn
- Voice BOT
- Chat BOT
- Intranet BOT
- Auto Transcribe



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