



CLOUDSHOPE

Introducing CloudShope

Revolutionizing the world with the power of Cloud Telephony

Handling customer calls is important

A FEW REAL WORLD FACTS



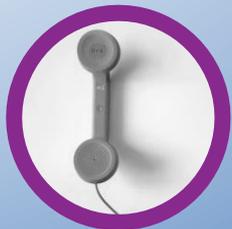
55%

of all purchase related conversions are within 1hour of a web/mobile search



42%

of all customers want to speak to a real person and not go through an automated system



30%

Of all business calls go unattended leading to loss of leads and subsequently revenue

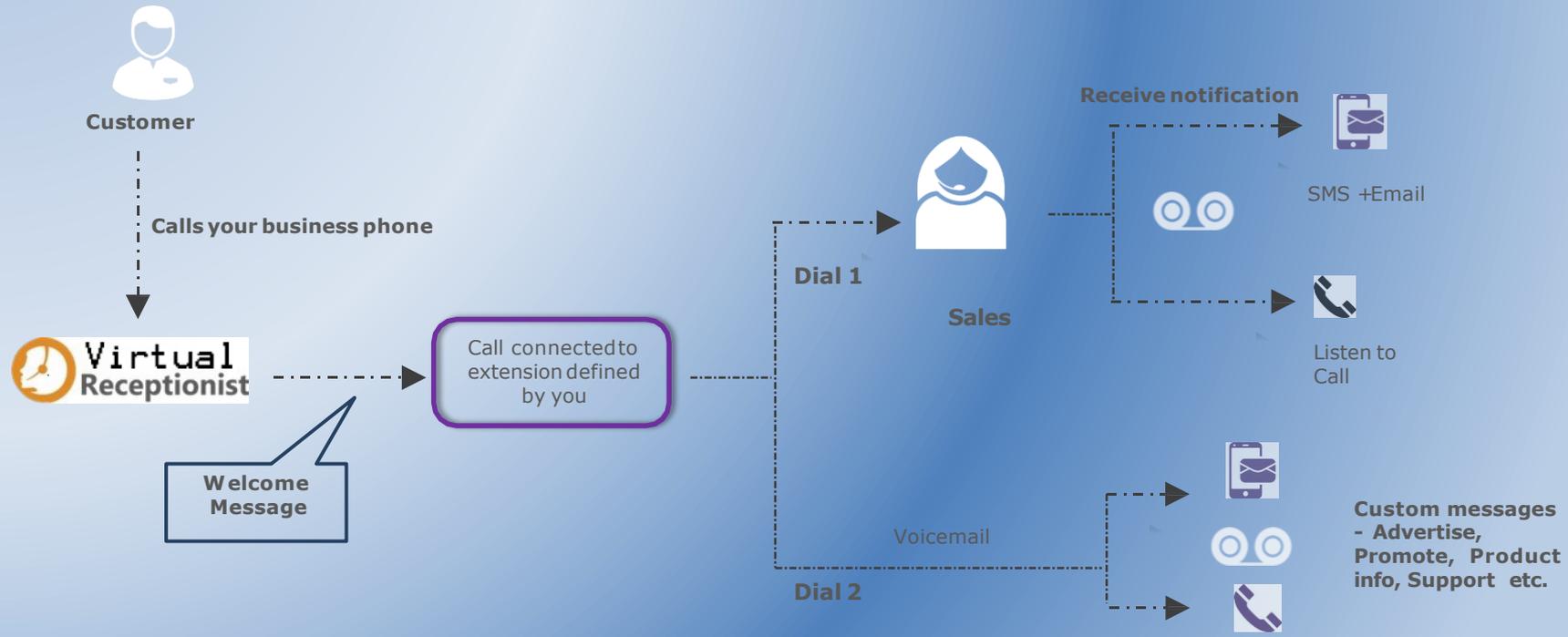
MEET

Virtual Receptionist

Intelligent, Distributed, Hosted Contact Center Automation Suite



We Fix Business Communications Problem Using Virtual Receptionist



We Have Many Solutions That Help Businesses Grow



Voice-
Broadcast

Reach out to masses with automated personalised voice messages



Call Center

Manage all your customer calls like a PRO with advanced features



Missed Call

Engage through polling, registrations etc. at NO COST to the customer



Click to Call

Connect INSTANTLY with your customers to boost conversion rates on website



Virtual Numbers

Know which marketing channel is driving your sales best

Our solutions benefit both the business and the customers

For Your Customers



Never wait on calls



One number for life



Delightful experience
- Many ways of
connecting with you



Big Brandfeel



Big Brand Image
for your business!



Never miss a
business call!



Real Time & fast
engagement!



Record customer
calls!

For Businesses



CLOUDSHOPE

LET US TAKE YOU THROUGH

OUR SOLUTIONS

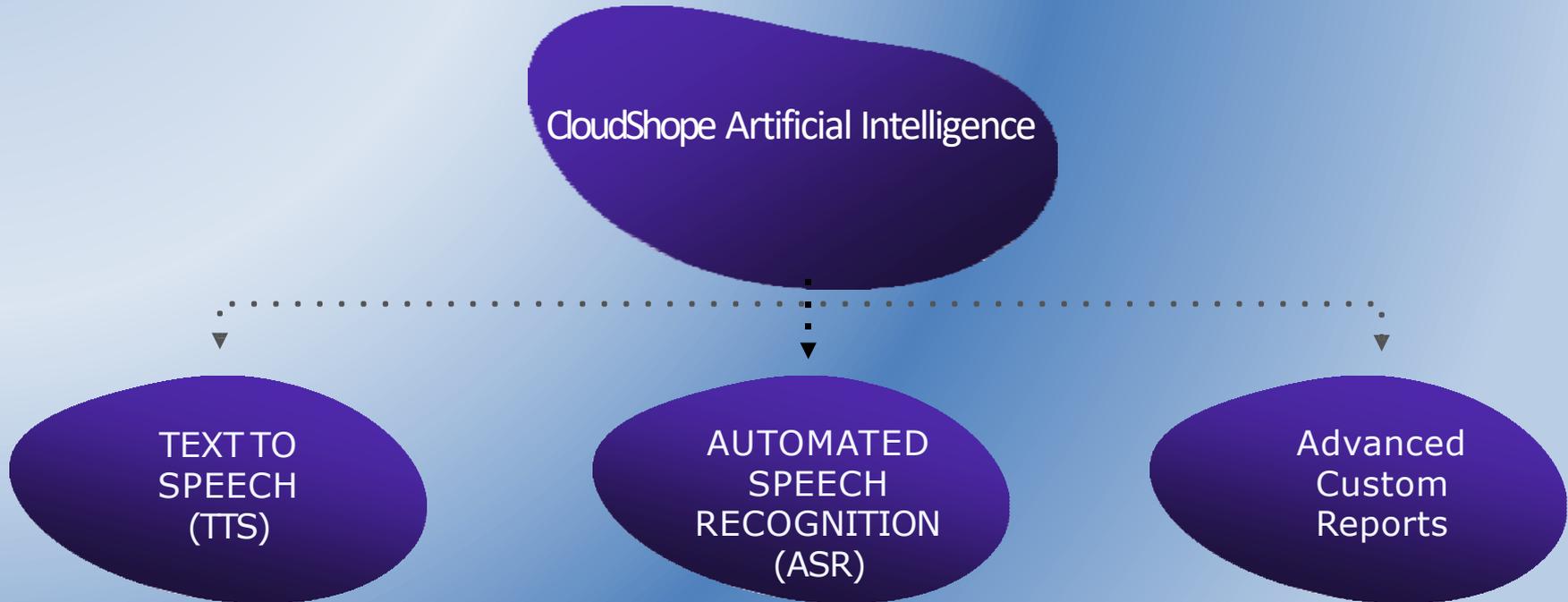
Company overview



- Cloudshope comes in top companies with ISO 9001:2015 standards in India for best cloud telephony technologies to provide excellent solutions to its customers with an aim to help.
- We are trusted by Companies like AUDI,ITC,SBI and many more.
- We help our customers from step to step also reduce their cost by making efficient solutions to the consumer and we also add support to our customer step to step from lead generation to last step we get it done.
- We also do changes according to the customer's needs and make our service best for them.

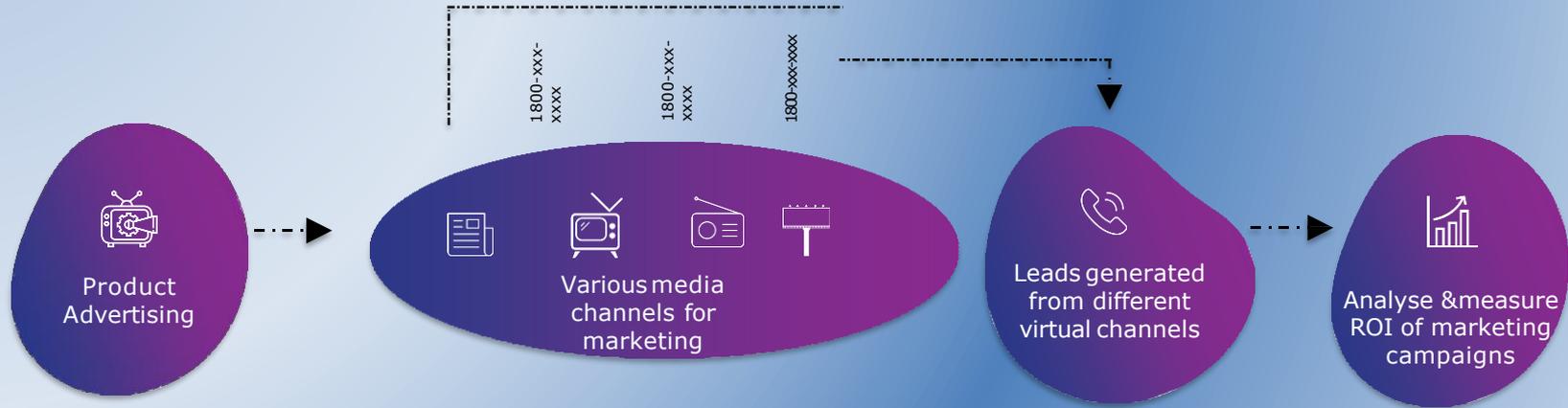
CloudShope Artificial Intelligence Experience

The platform enables advanced level of analytics and automation when layered over our Super Receptionist Cloud Telephony Platform



Virtual Number Solutions

DIRECT CALLS THROUGH AN INTERNET CONNECTION TO ONE OR MANY TELEPHONE NUMBERS (MOBILE/ LANDLINE)



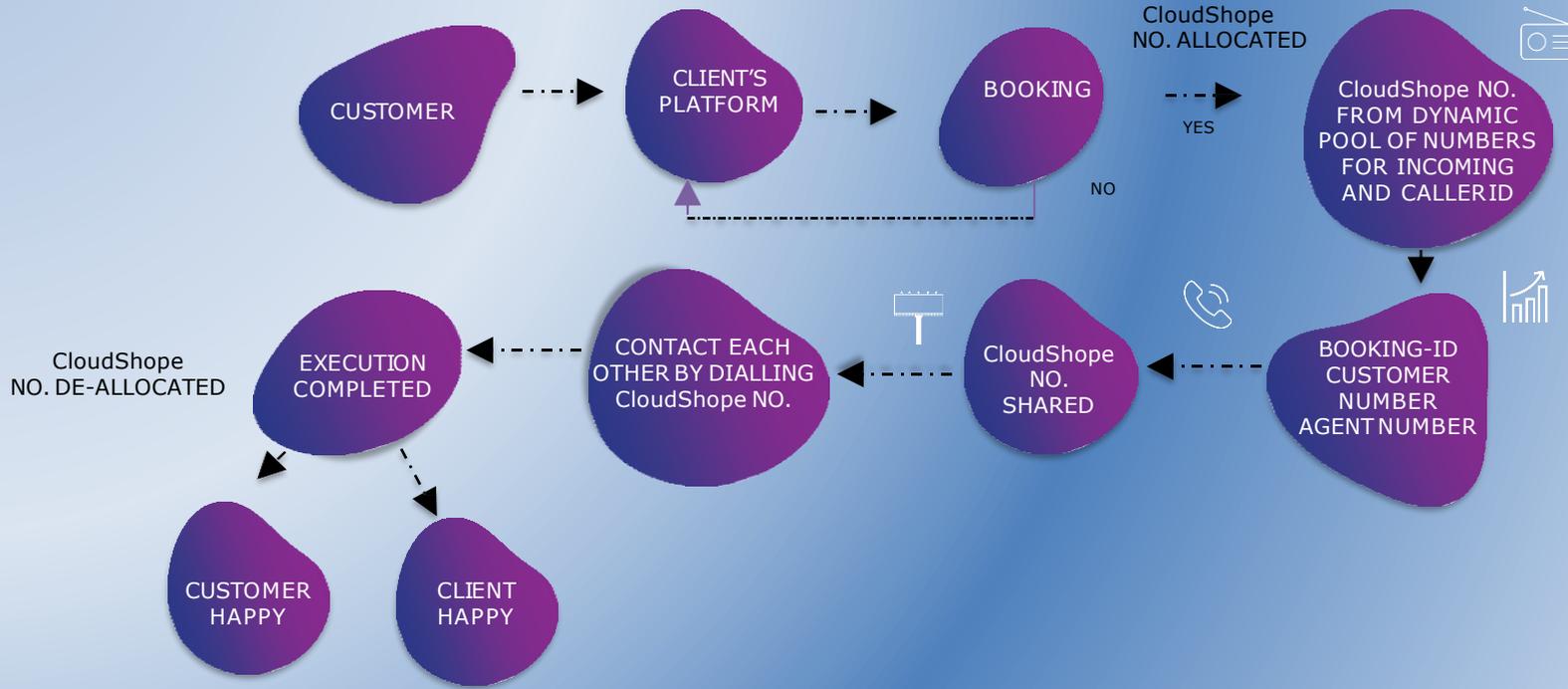
FEATURES

- Call logs and recordings are available
- Use of local, international or toll-free numbers
- Traditional PSTN call
- Intelligent routing based on Agent availability, Location and Time are tracked.
- Hosted services (No equipment required)
- Sequential, parallel or round-robin mode forwarding
- Greeting messages, on hold music, email/SMS alerts on missed calls

APPLICATION AREAS

- Track analytics for all outbound calls directed from website
- Measure ROI from different advertising mediums
- Find and analyse source of incoming website visitors

Number Masking Solutions



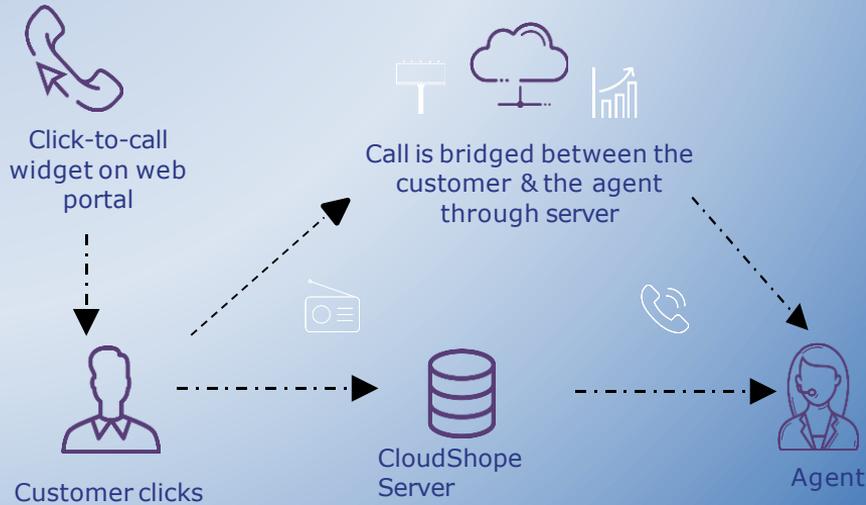
FEATURES

- Customer's Privacy is maintained.
- Conversations are tracked for QA and other legal actions to be taken.
- Single number to be shared with both for calling.

APPLICATION AREAS

- Customer & Rider connect for Cabs.
- Customer & Delivery boy connect for delivery.
- Enhances Privacy

Click To Call Solutions



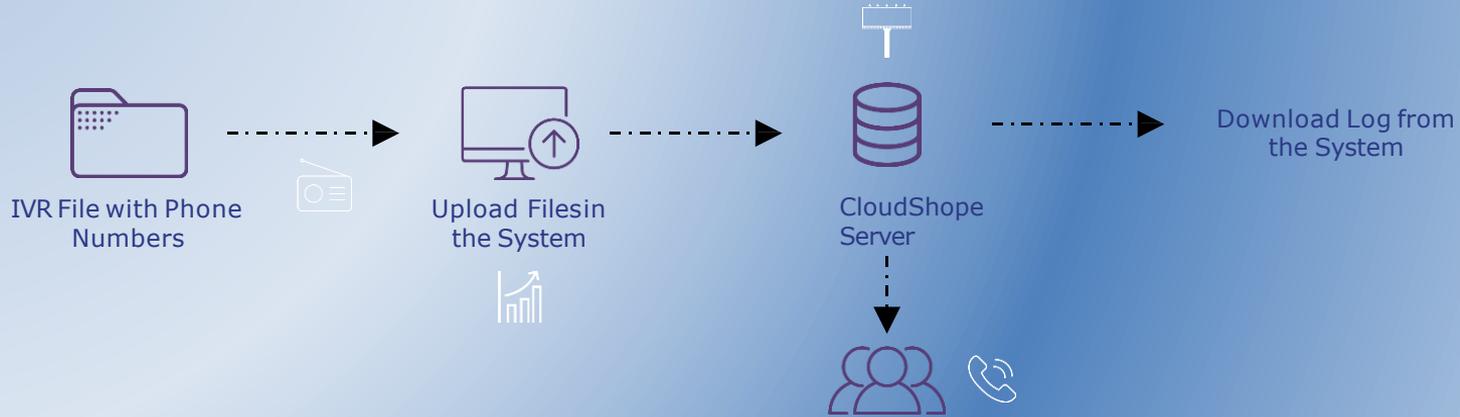
APPLICATION AREAS

- Click-to-Call API can be integrated in email campaigns resulting in good conversion rates
- Click-to-Call API can be integrated at various Social Media Sites and Campaigns
- ROI can be measured for each campaign
- Outbound calls to customers

FEATURES

- Call routing
- Traditional PSTN calls
- Easy management, branding and configuration
- Intelligent call routing based on agent's availability, location and time

Outbound Solutions



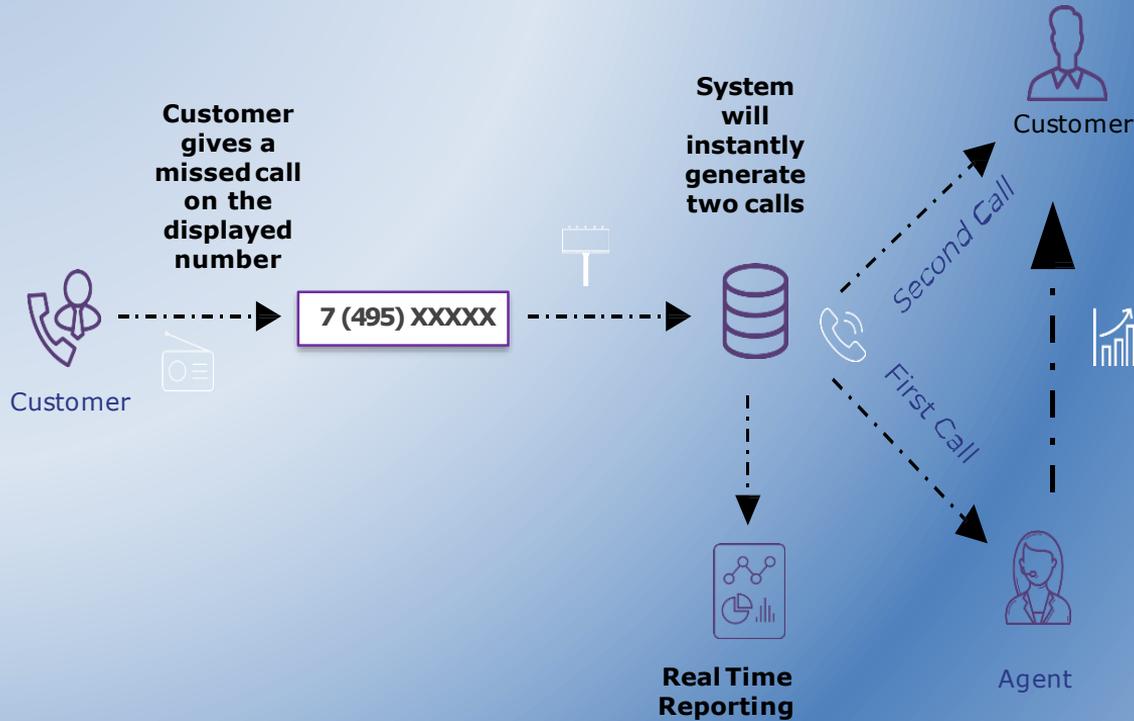
FEATURES

- Outbound IVR calls or SMS
- Reporting interface on web
- On-demand access from any web browser
- Easily personalize the IVR calls or SMS with CRM integration
- schedule calls or SMS

APPLICATION AREAS

- Outbound Promotional Campaign
- Automated Notification/Alert System

Missed Call Solutions With out bound Dialler



FEATURES

- Toll free for customer
- Automatically disconnects after one ring
- Call analytics with a reporting interface
- Ability to handle multiple calls
- Simple to integrate with third party CRM

APPLICATION AREAS

- Effective source of lead generation or feedback collection
- Sales/customer support contact number with an instant call back option
- Customer mobile number verification
- Monitor activities and campaigns
- Build interactive campaigns, conduct surveys and/or

Call Center Solutions



FEATURES

- Live Report Tracking of Calls
- Call queuing & call monitoring
- Call Recording
- Wrap Time for Agents
- Agent & Supervisor Login
- Watch Agent Actions on Campaigns
- Outbound Calling
- Centralized managed Call Center

APPLICATION AREAS

- Centralized managed Call Center

Our Customers



State Bank of India



The future of workplace



Powering up lives for more than a decade



Changing the world for better.



Converting Transactions Into Relationships

HSN Realty Services

J&J Management Services



KAILASH SATYARTHI CHILDREN'S FOUNDATION



Electronics Pvt. Ltd.



ADITYA BIRLA FINANCIAL SERVICES



TATA HEALTH



ITC Limited

A few of the many success stories...

Every day Smart Bulk voice call were Done . Bulk voice calls are pre-recorded voice messages to a mobile or landline networks across the country. Voice broadcasting facilities allow businesses to strengthen their position in their target market

Dr. Vivek bindra is a YouTube sensation for motivating people with he has **10.3M** subscribers on Youtube.



A few of the many success stories...

SBI Made the most of your bulk SMS marketing, customer engagement & retention campaigns with our award-winning features.

Bulk SMS services are best way to help you communicate, interact and transact with your target audience. Fully web based platform avoids the need of any installation & download. API facilities allow usage of SMS service more efficiently.



A few of the many success stories...



Telephony based market survey that reached out to collect brand awareness information in exchange of product samples. **ITC** were able to finish the survey very cost effectively in 7 days, with the data being seamlessly transferred to their analytics engine from the phone call. Give your brand a better outlook by using professional IVR Services. Never miss a customer , Every lead matters.



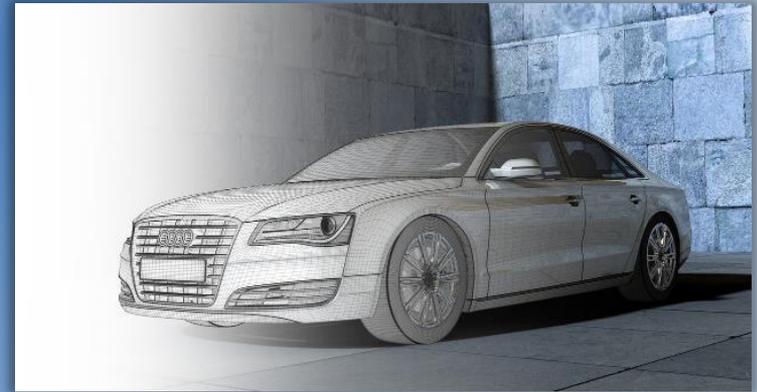
A few of the many success stories...

Audi took help us for reaching to their customer and handling it easily.

An **IVR** is used to automate the flow of incoming calls inside a company. Callers are guided to connect with phone extensions by means of built IVR menus with prerecorded messages. This process is automated, leaving the receptionist with more time to perform other tasks.



Audi



Contact us

Our address:-

CloudShope Technologies Pvt.
Ltd.7th floor, B-36, Express Trade
Tower 1Sector-132,Noida -201301

For more information log on to our
websie:- www.cloudshope.com

Email us at:-

support@cloudshope.com

Call us at:-90278-90278



Thank you!