



**ComSys**

**5<sup>th</sup> UCC Conference - 2018**

**04/05/2018**

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CEO**

# ComSys at a Glance

## Software Intensive solutions provider

- **Aspect Software** Technology, Service Delivery and Channel Partner
- **CISCO** Advanced Technology Partner for Contact Center Enterprise (UCCE)
- **Microsoft** ISV
  
- Quality Management System certified with  
ISO 9001:2008, ISO 27001:2013, ISO 20000-1



# Fields of Expertise

## 1. Software Development and Software Intensive Integration

Branded Solutions for Vertical Markets  
Contact Center Enhancement Applications

## 2. UCC Solutions

Microsoft and CISCO UCC

## 3. Contact Center Solutions

Leading the way to the Omni-Channel Customer Engagement and UCC

# ComSys in Numbers

29 years in the market

01

02

65% growth in international sales in 2017

Customers in 21 countries

03

12% in personnel growth, 38 engineers developers and consultants

04

26,11% average revenue growth and 49,35% growth in EBT

05

Service Desk Engineers

Business Consultants

Software Developers

Implementation Engineers



# UCC Portfolio



- Skype for Business
- SharePoint



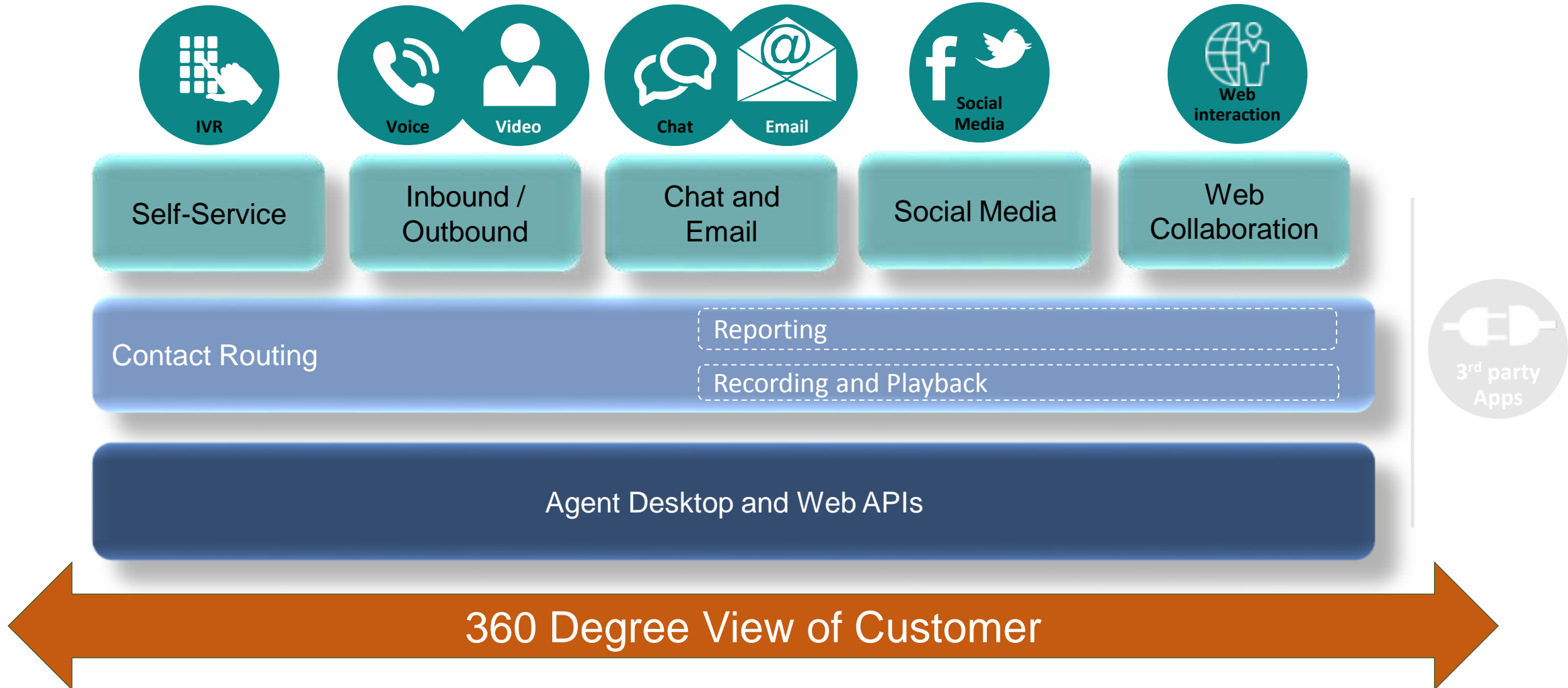
- Cisco WebEx
- Cisco Jabber
- Cisco Spark



## Contact Center

- Cisco Contact Center Express (UCCX)
- Cisco Unified Contact Center Enterprise (UCCE)

# Contact Center | the Omni-channel experience



# Enhancement applications *by ComSys*



**CHECKLINK**



**CHECKMATE**



**CHECKMATE  
CAMPAIGN MANAGEMENT**



**CFRONT**



**CFRONT  
SOCIAL**



**CUBELINK**

# CFront Web Interaction Channels

- Audio and Video call
- Web Collaboration
- Web Callback
- Web Chat
- Social Media
- IoT Notifications
- Email Management





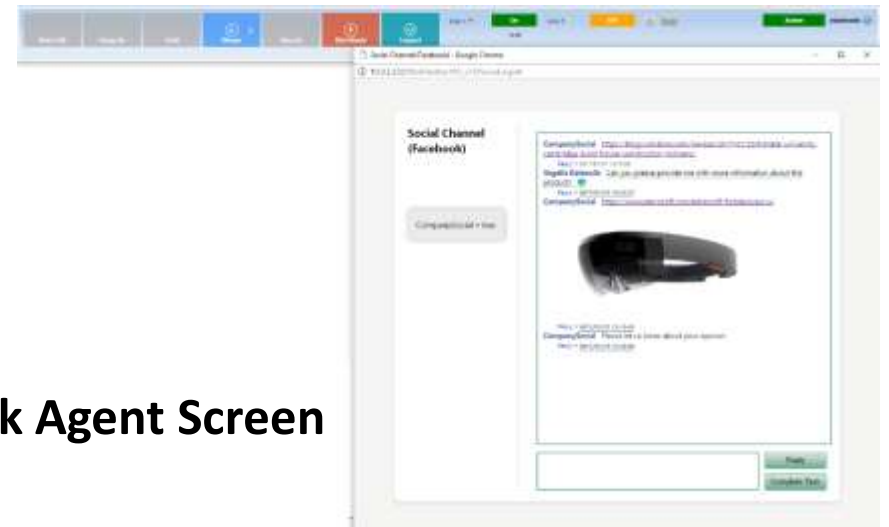
# CFront Social features



- **Automatic data collection** Real-time capture and organization of social media postings.
- **Categorization of the collected data**  
In paragraphs, sentences, words; noting of abbreviations, acronyms and dates.
- **Classification – Morphological and Syntactical**  
Automatic classification of data in a defined or a non-defined schema of categories, utilizing machine learning algorithms adaptable to client requirements.
- **Routing** To assigned agents in the contact center or to experts in the enterprise as defined in workflows.
- **Detailed metrics** For social media customers, customer care activities, campaigns and team reports.



Facebook User Screen



Facebook Agent Screen

Make a New Call

Νέα Διάσκεψη

Σήμερα Μάιος 2017 Εβδομάδα Ημέρα Μήνας

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29	30	31	1	2



Δημιουργία Διάσκεψης

Διαγραφή Διάσκεψης



Σήμερα

11 – 17 Σεπ 2017

Εβδο

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Name

Email

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**SUBMIT**

Δημιουργία Διάσκεψης Διαγραφή Διάσκεψης



Σήμερα

11 – 17 Σεπ 2017

Εβδομάδα

Ημέρα

Μήνας

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# Contact Center and UCC business in Numbers



**19**

Years Experience  
in UCC



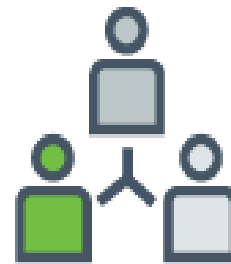
**60+**

CC Installations



**7.500**

CRM Agent Seats



**16.500+**

Contact Center  
Agent Seats



**5.967**

Contact Center WFM  
Agent Seats

# Local Customers (Greece)





# International Customers



# Thank You