

# XELION

Business talks.

## Get more from your business communications with Xelion Plus

Most communication platforms stop at calls, chat and video. Modern businesses need more. They need intelligent automation, AI and digital engagement tools that remove routine tasks, improve responsiveness and create better customer experiences. Xelion Plus brings these capabilities together within the Xelion platform, giving you complete visibility in one place and helping you make the most of every customer interaction.



# 5 smart tools in Xelion Plus

## 01. Xeli Assistant



If you're busy with a task, on the road, or the office is closed, your Xeli assistant can answer calls. Xeli Assistant will ask the right questions and gather information, so you'll know exactly who you need to call back and why.

- Instant insight into the customer's enquiry
- Be fully prepared before you return the call
- Follow up faster, and more effectively

Useful when... calls come in when you're away from the office or busy with a task. Xeli makes sure the office team knows exactly who you need to call back and why.

## 02. Xelion Analysis



Every customer conversation contains valuable insight. Xelion Analysis uses AI to uncover the trends, topics and recurring issues hidden within your calls, helping you improve customer experience, streamline processes and make better business decisions.

- Understand the most common reasons customers get in touch
- Identify recurring questions, trends and pain points
- Improve processes with AI-driven insights from real conversations

Useful when... customers repeatedly call about confusing delivery updates on your website. Xelion Analysis identifies the trend, allowing you to fix the underlying issue, reduce call volumes and improve the customer experience.

## 03. WhatsApp Business



Meet your customers on the channel they prefer. With WhatsApp Business integrated directly into Xelion, your team can manage conversations from a shared inbox, ensuring every message is visible, every response is coordinated, and no customer is left waiting.

- Bring WhatsApp and telephony together in one platform
- Respond faster with shared conversations and no duplicated replies
- Give your whole team visibility, continuity and better customer service

Useful when... you need to confirm or reschedule a customer's appointment. Send the message from Xelion, and any team member can continue the conversation, ensuring a seamless experience even if the original person is unavailable.

## 04. Microspace



A new customer is never as simple as a single email. A quote here, a change there, and before you know it, you've lost track. Microspace brings all your customer information together in one place, so you can see when it's time to take action.

- Keep quotes, documents and updates together in one place
- See at a glance who your prospect or customer has passed the information on to
- Follow up more effectively at the right time

## 05. Power BI Integration



Transform your Xelion call data into meaningful business insights with seamless Power BI integration. Combine telephony data with your wider business metrics to create interactive dashboards that help you monitor performance and make smarter decisions.

- Turn call activity into clear, interactive dashboards
- Combine telephony data with your wider business reporting
- Gain real-time insights to support faster, data-driven decisions.



**Business  
talks.**





# Ready to upgrade?

Make Xelion Plus part of your daily workflow,  
securely and effortlessly.

**Want to know more?**

Visit [Xelion.com](https://xelion.com)

or call us on +44 1332 943 555