

Get more out of telephony

Microsoft 365 Integration

- Seamless integration with Azure Active Directory
- Calendar and contact sync
- Presence sync between Teams and Xelion
- Use Xelion's telephony features directly within Teams, without the need for additional licences

Open API

Xelion comes with an open API, empowering you to integrate it seamlessly with other software. Whether you're synchronising a contact directory or initiating a call from a CRM, all Xelion management and user functions can be accessed via the API.

You don't have to be a developer to benefit from this. Xelion has ready-made integrations with over 250 other software products including Microsoft 365 and every major CRM. The development work is already done, so you can benefit instantly!






Video calling and screen sharing

- Conduct calls within the app with people on mobile or PC
- You can make video calls via the browser without needing a Xelion licence

Advanced Apps

- Make business calls on your smartphone via data or GSM (network-agnostic)
- View real-time status of colleagues
- Access call and chat statistics
- Native apps available for Windows, iOS, and Android.

Optimise your availability

-  **Call groups:** Calls to a call group can be handled by multiple users, with configurable order settings such as circular, most-idle, or skill-based distribution.
-  **Scheduling:** Automatically activate an absence scenario when the company, department, or employee is not reachable.
-  **IVR menu:** Easily set up an interactive voice response (IVR) menu so callers can quickly reach the right department.
-  **Voicemail:** Each user can record or generate a personal voicemail greeting. Voicemail messages can be delivered via email and converted into text.
-  **Hold music:** Play music or a recorded message while callers are on hold. With Xelion, you can record IVR messages directly into the app.

www.xelion.com

XELION
Business talks.

Xelion highlights

One licence for all devices:

- Desk phone
- DECT handset
- SIP devices
- Desktop
- Laptop
- Smartphone

True omni-channel communication:

- Voice
- Video
- Instant messaging
- SMS
- Webchat
- WhatsApp

Xelion simplifies communication

Address book: A complete address book where all contact details of your relationships are shared.

Communication overview: For every group you're signed into, you get a tab with a full communication overview.

Calendar (integration with Microsoft 365): Link your status to your Microsoft 365 appointments so your Xelion status automatically updates based on your availability.

Presence list: See at a glance who is available by phone.

Reports and wallboards: Monitor your organisation's availability with comprehensive reporting options, including web reports and automated reports.

Sign in and out: Sign into one or more departments via the app and make outgoing calls on behalf of yourself or a department. You can also turn any landline into your phone using hot desking.

Recognising connections: The customer card clearly shows which people within the organisation have been in contact with the client and when, allowing for quick and efficient call handling.

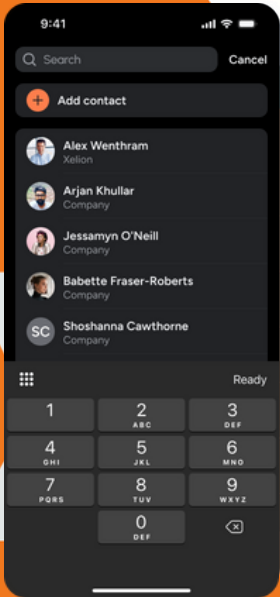
Control your outbound calls: In addition to signing in or out, you can choose which number you use for outbound calls or on behalf of which department you chat.

Voicemail to text: Voicemails are converted into text, making them easy to read.

Text to speech: Helps with recording things like the IVR menu and voicemail greetings.

Partner with Xelion

Scan this QR code and discover the benefits of Xelion for your customers.



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Advanced call-handling features

Call transfer: Answered a call for a colleague? Simply check the presence list and transfer the call with ease.

Call recording: Automatically record important conversations.

Conference call: Hold (video) calls with multiple people for efficient discussions.

Contact centre features: Xelion supports call queues with extensive functionality, such as skill-based routing, line hunting, agent matching, callback options, and post-call work time.

Call monitoring: Authorised colleagues can listen in on a call, for example, for training or quality improvement.

Status: Choose a status that reflects your availability, or let it follow your schedule and appointments automatically.

Call summary: Gain immediate insight into the content of calls you and your colleagues have conducted.

