

XELION

Business talks.

Discover Xelion

Your all-in-one communications hub

Seamless communication for your business

Effective communication is key to business success. Xelion brings every communication channel -voice, video, messaging, and web chat - together in one unified platform, so you can connect with customers and colleagues effortlessly.

With Xelion, your business can:

- **Deliver superior customer experiences:** Maintain high levels of availability and professionalism across all interactions.
- **Enhance team collaboration:** Easily coordinate and communicate whether you're in the office, remote, or on the move.

Xelion adapts to your business needs, offering flexibility and control over your communication strategy. Say goodbye to juggling multiple platforms—Xelion integrates everything under one solution.



Why choose Xelion?



Unmatched flexibility and control

Xelion is designed for businesses of all sizes, from small enterprises to large contact centres. Here's what makes Xelion stand out:



Omni-channel communication

Manage all channels seamlessly, whether through calls, video meetings, or messaging, ensuring your team remains accessible and responsive.



Comprehensive features at no extra cost

Enjoy features like smart call routing, customisable statuses, and Microsoft 365 integration under one single licence—no hidden costs.



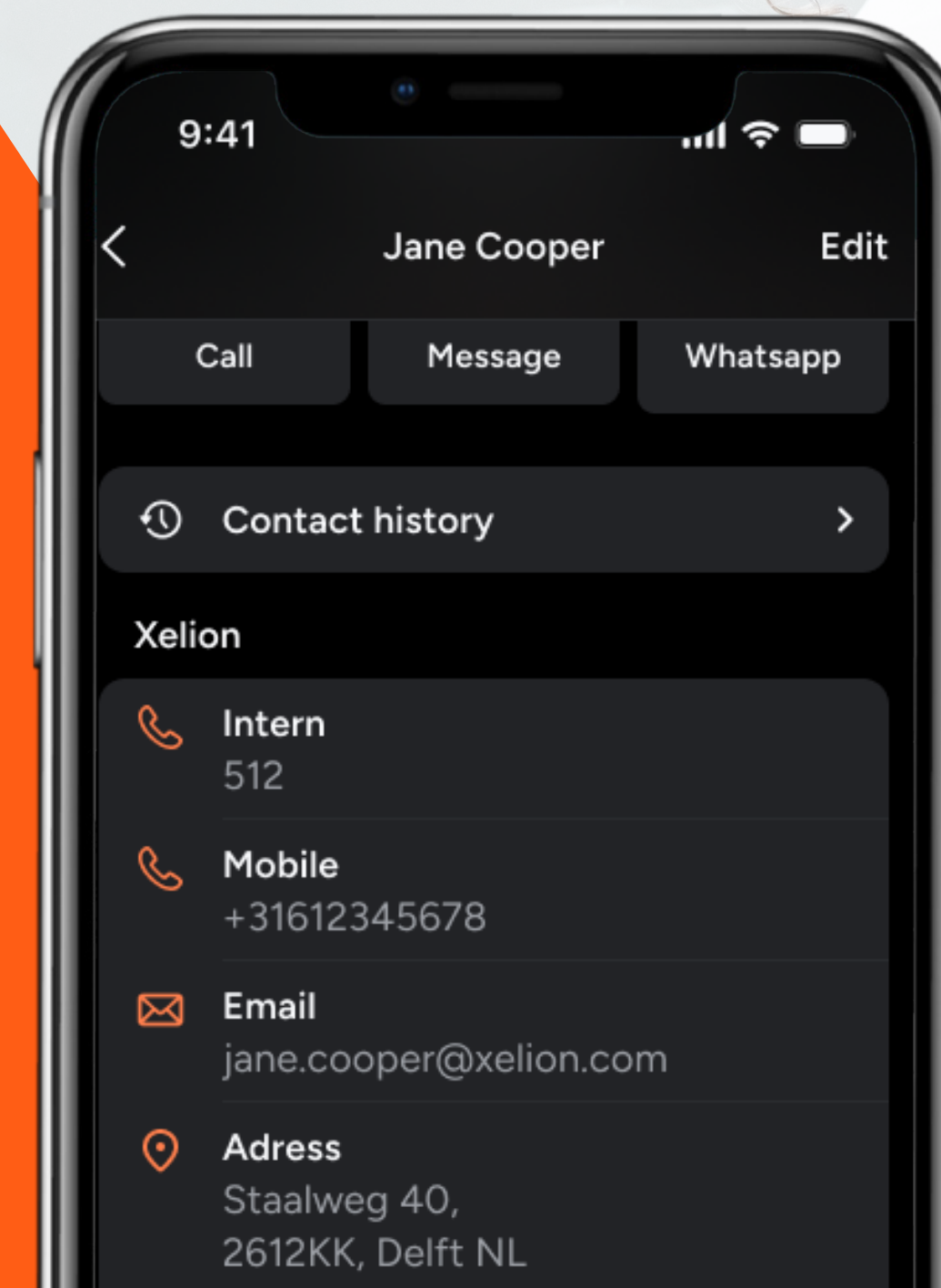
Any device, anytime

Choose the device that suits your working style—desk phone, mobile app, or softphone. Switch between devices effortlessly without missing a beat.



Scalable and future-proof

As your business grows, Xelion scales with you. Add new users, integrate with existing systems, and customise call management settings without hassle. one solution.



Xelion highlights

Unified communications that enhance efficiency

Xelion offers a wealth of features to streamline business communications and deliver great customer experiences:



Smart call routing

Automatically direct incoming calls to the most suitable colleague based on availability and expertise, ensuring fast and efficient resolutions.



Customisable statuses and presence

Keep your team updated with over ten customisable status options. Integrate with your Microsoft 365 calendar to sync availability automatically.



Queues and call groups

Organise your customer service teams with custom queues and call groups, so calls are always routed to the right department.



Webchat and WhatsApp integration

Engage with your customers on their preferred platforms, ensuring no query goes unanswered.



Auto attendant

Manage high call volumes effectively with an auto-attendant that greets and directs callers using customisable voice menus.



Call reporting and analytics

Gain insights into your communication patterns, helping you make informed decisions with detailed call logs and reporting.

The Xelion advantage



Elevate your customer contact centre

Xelion's platform is not just for internal communication; it also offers a full suite of customer contact centre features that allow you to create an ideal customer journey:



Real-time monitoring and coaching

Managers can listen in on calls, whisper guidance to agents, and even take over when necessary - improving service quality and training effectiveness.



Agent matching

Ensure continuity by routing callers to agents they've previously spoken to, increasing satisfaction and reducing frustration.



Hot desking and flexibility

Employees can log into any desk phone with a personal PIN, making it easy to switch between locations and workstations without missing a call.

Get started with Xelion today!

