Extraordinary
customer experiences
made possible.

| PLATFORM | APPLICATIONS | ENGAGEMENT | CUSTOMIZED EXPERIENCES |

INTELLIGENT GREETING™

DYNAMIC ROUTE MANAGER™

VOICE OF EXPERIENCE™

AGENT DESKTOP™

SWAMPFOX DIGITAL™

INTELLIGENT VIRTUAL ASSISTANT™

FIRST IN LINE™

OUTBOUND CAMPAIGN MANAGER™

swampfox

swampfoxinc.com

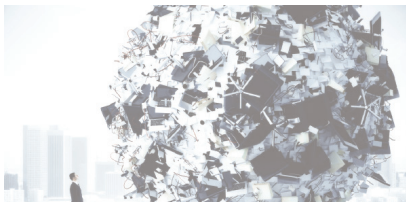# Contact Center Innovators & Advisors

Swampfox Technologies is a modern software, solutions and services company focused on empowering amazing customer journeys for the enterprise Contact Center.

PLATFORM	APPLICATIONS	ENGAGEMENT	CUSTOMIZED EXPERIENCES

Applications to Simplify Complex Interactions

Throughout multiple decades of hands-on experience, we have conceptualized, designed, developed and productized some of the most renowned customer-centric solutions in the market. Our Applications are architected for enterprise and mid-market companies to extend the capabilities of their existing CC solutions, making extraordinary customer experiences possible.

Integrated Platform Enables Enterprise CX

Our platform, Intelligent Customer Experience (ICX), empowers forward looking Contact Centers to develop engaging customer journeys to achieve world-class customer experiences. In essence, we make your current tools more powerful, while integrating all of your customer systems and providing a single, advanced reporting for improved management and oversight.

Experienced Contact Center Consultants

Our Services Practice has achieved broad recognition from Clients, Business Partners and industry leaders as the crown jewel of Swampfox. Each and every Swampfox consultant, engineer, business analyst and project manager has roots grown in customer service and enabling business through technology, and we are driven to serve our amazing clients.

We Support the Leaders in Enterprise Contact Center

AVAYA

CISCO

APPLICATIONS

SWAMPFOX DIGITAL™

Next Generation Digital Chat

Swampfox Digital is a digital chat tool that captures the intent of chat messages, and seamlessly executes the next step in the interaction.

INTELLIGENT GREETING™

Proactive Engagement

Proactively engage your inbound contacts with the most relevant, personalized, and actionable options through our Intelligent Greeting.

INTELLIGENT VIRTUAL ASSISTANT

Natural Language for Elevated UX

Intelligent Virtual Assistant translates the spoken word to understand call intent, and seamlessly executes the next step in the interaction.

DYNAMIC ROUTE MANAGER™

Delivering Customers to the Ideal Agents

Our Dynamic Route Manager (DRM) engine orchestrates customer routing across channel to deliver the customer to the ideal agent resource.

FIRST IN LINE™

Intelligent Callback

Our Intelligent Callback application, First In Line immediately and dramatically improves call management and customer satisfaction,

VOICE OF EXPERIENCE™

Integrated Surveys for Contact Centers

With our Voice of Experience (VoX) application, you can quickly and easily tap into the your customers feelings, with this modern survey tool.

OUTBOUND CAMPAIGN MANAGER™

Proactive & Engaging Customer Communications

Proactively communicate and engage with your customers through the feature rich Swampfox Outbound Campaign Manager (OCM).

AGENT DESKTOP™

Desktop Applications & Call Control Manager

Swampfox Agent Desktop (SFAD) provides an intelligent "single pane of glass" to help manage the contact center customer journey.

PLATFORM

Enhance & Empower Your Existing CC Infrastructure

ICX — INTELLIGENT CUSTOMER EXPERIENCE™
Platform

Intelligent Customer Experience (ICX) provides enterprise Contact Centers with the ability to instantly improve virtually every touchpoint in your customer journey by extending the features and capabilities of your existing solutions. In essence, we make your current tools more powerful, while integrating all of your customer systems and provide advance management and reporting for improved operations and oversight.

Contact Center
Innovators & Advisors

Get to know Swampfox

About

Swampfox Technologies is a modern software, solutions and services company focused on empowering amazing customer journeys for the enterprise Contact Center. With a global client base and a reputation for delivering transformational solutions for highly complex Contact Center environments, Swampfox is a recognized industry innovator and thought leader. Through our flagship ICX Platform and highly awarded Enterprise Applications we deliver seamless, integrated customer experiences for omnichannel and multi-channel environments.

History

Driven by an entrepreneurial spirit, Swampfox has been serving Fortune 500 and mid-sized customers since 2009. With foundational Contact Center, Unified Communications, Speech and Interactive Voice Response experience, and over 30 patents, we conceptualize, design, develop and productize software solutions for the ever evolving Contact Center that make extraordinary customer experiences possible.

Our founders were instrumental in developing the award-winning Avaya Voice Portal and Avaya Experience Portal platforms. (Gartner Group Magic Quadrant Leader, MarketScope Leader, Frost and Sullivan Market Leadership Award).