






The easy and fast Service Center solution when good customer service is of utmost importance to you.

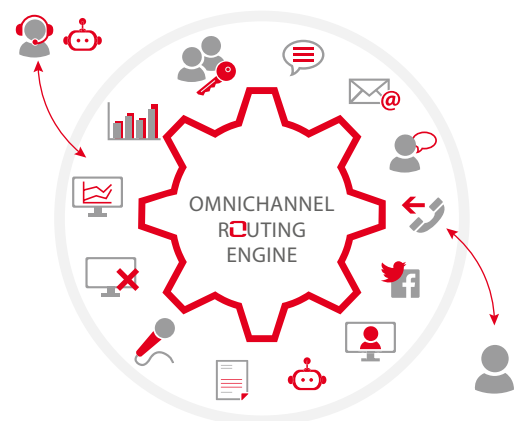
Sikom AgentOne® Cloud is the only solution you need. Start effortlessly with the many advantages of CCaaS.

-  **Effective omnichannel communication:**
 Communicate flexibly with your customers via any channel, be it telephone, chat, email or social media. And avoid media breaks when „channel hopping“.
-  **Intuitive usability:**
 Reduce complexity for your customers with a suitable user experience and create fast and high acceptance within your service team.
-  **Real cloud solution:**
 Use the solution anytime and anywhere, scale the scope flexibly according to your needs. Choose the package that suits you best, benefit from quick implementation and package switching with low training requirements.
-  **High reliability:**
 Build on good call quality and benefit from a reliable public cloud with data center and cloud provider owned and operated in Germany.
-  **Ongoing future-proofing:**
 Expect constant innovations and new functions, ensuring to be always up to date.

Offer your customers the best possible support.

Sikom AgentOne® Cloud is based on a powerful virtual contact center platform.

Simplify your work with creative functions. Expect controllable and transparent costs and do not compromise on user experience.



Your advantages

- ✓ **Fast implementation:**
through fitting solutions, right for your business
- ✓ **Reliable support:**
On-boarding, operation, patches and updates, optional consulting and other value-added services
- ✓ **Attractive conditions, transparent costs:**
Pure OPEX model without hidden costs, only 1 contract for CCaaS, telephone costs and managed service
- ✓ **Close partnerships:**
We work intensively with partners for all-in-one solutions.
- ✓ **Investment security:**
We provide our own telephony. Alternatively, a „docking package“ is available for existing PBXs.

Our strengths

- ✓ For more than 20 years, we have been driven by ever-better customer experience.
- ✓ We have packed everything that convinces very large companies into Sikom AgentOne[®] Cloud as „best of“ solutions.
- ✓ We are at home in many industries and bring this knowledge to the table.
- ✓ We scale and grow with your requirements and, if necessary, you can migrate to our customised Sikom AgentOne[®] in a structured and convenient way; whether as a private or hybrid cloud or on-premises solution.
- ✓ »100% developed in Germany“ - everything from one supplier with support in German

Make things easy for your customers and stay on course for success.

If that makes you curious, we should talk.



Peter Weierich
Head of Sales

 +49 6221 137 88 110

 p.weierich@sikom.de

