



AnyPaaS

Choice. Flexibility. Redundancy



Today's CX Needs a Modern Contact Center Solution

Contact center as a service (CCaaS) enables organizations to operate their contact center as one central system in the cloud. And while there are numerous benefits to CCaaS solutions, they typically are built around a single vendor's technologies, requiring extensive vendor-specific knowledge and custom work to integrate with existing platforms.

Once these integrations and custom work are complete, you're often tied to their CCaaS solution long-term, with little flexibility. The cost to move or change is too great, leaving your businesses vulnerable to feature shortcomings, with little chance to take advantage of new functionality made available by other technology vendors.

A Better Foundation

Welcome to Concentrix AnyPaaS. The first vendor-neutral CCaaS platform designed around the needs of the business, so you can provide exceptional CX to your customers—and keep things simple for your advisors.

With Concentrix AnyPaaS, you can break free from being limited to a single contact center vendor and a single cloud provider. AnyPaaS patented technology allows you to adapt, shift, and pivot quickly to react to unexpected market changes or service outages. With the ability to switch technology vendors seamlessly without interruption and without customer or advisor UI changes, it provides the guaranteed redundancy needed to never lose connection with customers.

DESIGNED
for acceleration

BUILD
a redundant framework

RUN
with confidence



Leading the Future of CX

Regardless of your communications platform as a service (CPaaS) provider, AnyPaaS provides the features and flexibility you need to keep your contact center running smoothly, no matter what happens.

Out-of-the box features include voice services and web chat with IVR capabilities, as well as a manual outbound calling.



Setup

- CPaaS redundancy
- Single sign-on (SSO) to provide robust user authentication
- Implementation wizard



Reporting

- Admin user management
- Real-time dashboard
- Historical reporting and audio recordings



User Experience

- Advisor soft phone
- Consistent customer & advisor user interface, regardless of CPaaS vendor changes



Reimagine Your CX

AnyPaaS has been built from the ground up to eliminate the pesky problems brands run into from being tied to one vendor. Our patented AnyPaaS technology delivers true CX flexibility by enabling you to utilize the best CPaaS provider for your specific contact center needs.

It doesn't matter which CPaaS you're using—or which cloud provider hosts your solution. AnyPaaS provides consistent user interfaces, administration, and reporting. Your customer and advisor experiences will always remain the same, no matter what changes you make.

Choice. Flexibility. Redundancy. AnyPaaS.



CONNECT WITH US

Contact us today to learn more about how AnyPaaS gives your contact center the freedom of choice.

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www.concentrix.com/anypaas