



XCALLY MOTION

Native Integrations



OVERVIEW

Beyond Customer journey

In an ever changing world with never ending customer expectations, we trust xCally Motion to deliver unwavered **customer experience**. Trust our platform to help your organisation deliver a consistent and personalised **customer experience**



XCALLY Motion offers the integration of a wide range of third party applications, which is obtained in several ways

- Triggered and ready-to-use integration;
- Integration via external apps, which the customer can choose and install
- Integration as new Channel
- Integration as a new extension of XCALLY modules (e.g. Cally Square, SMS and so forth)
- Integration hints for developers; procedure or configuration steps.

In the following list you can find the Third Party Products XCALLY Motion V.2 has been integrated with.

ScopServ Integrated Services (Pty) Ltd
9 Kingfisher Drive, Douglasdale
Johannesburg, South Africa
+27 11 700 3800
www.scopserv.co.za





Ticketing system integrations

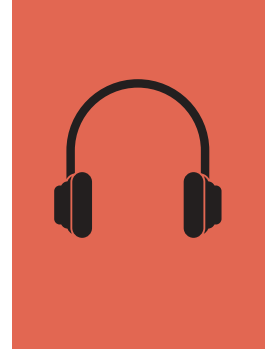
All triggered and ready to use

Desk.com: XCALLY Motion provides the integration with Desk.com, the Cloud Help Desk solution for customer care. The integration automatically creates a Case for each call, according to the configured Queues and Triggers. **Click For More**

Freshdesk – Online Customer Support Software & Helpdesk Solution. xCally offers a supported integration with Freshdesk. **Click For More**

vTiger– The vTiger integration feature can be used to automatically open a Ticket (in the Support module of vTiger) for every call. **Click For More**

Zendesk – The ticket will be populated with information about the call and displayed for the Agent in the Zendesk environment. **Click For More**



SMS system integrations

All triggered and ready to use

- Clickatell
- Clicksend
- Connectel
- CSC Telecom
- Infobip
- Intelpeer
- Skebby
- Twilio
- Plivo

More information on all SMS integrations are found by following this link. **Click For More**



Messaging system integrations

New Channel & plugin

- Viber
- Twitter
- Telegram
- Teams
- Skype for Business
- Line4
- Facebook

XCALLY Motion offers the integration of messaging as a New Channel, allowing the Customers to interact with your Agents sending direct messages to your messaging account. Your Agents receive the incoming messages on a special queue and reply from the XCALLY Motion standard GUI



CRM system integrations

All triggered and ready to use

SalesForce: Contains easy Click-to-Call functionality. The integration with SalesForce is very rich and extremely detailed. Please follow this link to see full specifications. **Click For More**

SugarCRM: A SugarCRM configuration is used to design the content of the SugarCRM call (Subject, Description and Fields) that is created and displayed for the agent managing calls. **Click For More**

Zoho: Zoho Call Activity is created and assigned to the agent managing the call (if the conditions are met). **Click For More**

Dynamics 365: To activate the integration, you must register it as a new company application on the Microsoft Azure Organization. **Click For More**



Native Integrations

Continued



TTS and ASR system integrations

New extension (Cally Square)

- Amazon
- Google
- ISpeech
- Lumenvox
- Sestek
- Tilde

The Automatic Speech Recognition has boxes that allow you to do a voice-to-text conversion using the parameters for each application listed above.

Click For More

Text To Speech has boxes that allow you to perform a TTS conversion using the parameters for each application listed above. **Click For More**