commbox   SAP®

8 IMPORTANT SELLING POINTS

1. **PLUG AND PLAY INTEGRATION**

Install Commbox's unified inbox on SAP C4C in minutes.

2. **MULTIPLE BRANDS AND LOCATIONS UNDER ONE INSTANCE**

Does your client have multiple brands/locations? No problem, it can be all managed under one Commbox instance.

3. **ONE-STOP-SHOP SOLUTION FOR ALL CRM DATA TRANSCRIPT TRANSFER**

All communication data and client information transferred seamlessly from Commbox to C4C.

4. **EASY SSO FOR BOTH PLATFORMS**

One sign on to rule them all (supports SAML)

5. **SINGLE UNIFIED VIEW FOR C4C & COMMBOX UNDER ONE UMBRELLA**

Agents will use only one web browser tab and have all essential tools in one fold.

6. **MULTIPLE COMMUNICATION MODULES CAPABILITIES INCLUDING WHATSAPP & EMAIL**

All common communication channels, under one umbrella: Whatsapp, Web Chat, Video Chat, Phone calls, Email, Messenger, SMS, Facebook, Instagram, etc.

7. **MULTI-LANGUAGE PLATFORM SUPPORT**

The platform supports all languages, both communications, and UI, additional languages can be added almost instantly.

8. **VAST AUTOMATION, BOTS, AND RULES CAPABILITIES**

Chatbots that can be applied on any channel, automate any business process, become an integral part of the human team, and have proven to reduce the human handled requests by up to 70% of the total requests.

Utilize internal & external knowledge base for FAQ's and self-service tools.

Chatbots can interact with end-customer in all languages and forward conversations to the appropriate mostly skilled team member.

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