CONTACT CENTER

A contact center that coaches itself

CloudX CCAI is the XCLUTEL contact center on the CloudX platform. Live floor, full call audit, one inbox for every channel and AI that scores and coaches.



BUILT FOR

- Support and sales floors with supervisors
- Teams answering calls, texts, chat and email
- Managers who want every call reviewed

See the floor live

Supervisors watch a live floor refreshed every 5 seconds, with wallboards on revocable TV links for the office.

Every call audited

Cradle to grave call audit with the recording and a playhead, plus an audit log of who viewed or played what.

One inbox, every channel

Plus and AI tiers work SMS, MMS, website chat and email in one inbox, with screen pops from your own CRM or PSA.

AI inside your limits

The AI tier scores calls with evidence quotes and writes weekly coaching. The AI supervisor acts only inside limits you set, with a kill switch.

WHAT YOU GET

Everything in CloudX CCAI

- Live floor, 5 second refresh
- Wallboards with TV links
- Listen, whisper and barge
- Cradle to grave call audit
- Reports with CSV export
- Audit log of views and plays
- One inbox for text, chat, email
- Digital queues and canned replies
- Website chat widget in your colors
- AI responder with human handoff
- Screen pops from your CRM
- AI call quality scoring
- Weekly AI coaching
- Ask CCAI for your own data

GETTING STARTED

XCLUTEL handles it, start to finish

1

Scope your floor

An XCLUTEL engineer walks your queues, teams and roles and counts agents. Supervisors, managers and admins are not seats.

2

XCLUTEL builds it

XCLUTEL checks your platform, builds the account, turns on recording, files 10DLC for text and connects your systems.

3

Set limits, go live

You set the AI limits. Supervisors then run the floor from the console and CloudX Phone.

WORKS WELL WITH

CloudX | XCLUTEL Agent Console | Business Texting and 10DLC Registration

One call, one desk, handled.

Talk to your XCLUTEL rep about a design and quote for your business. Ask about pricing for your setup.

(708) 273-3100 wecare@xclutel.com xclutel.com

Scan for details