

Pronetx SaaS Products

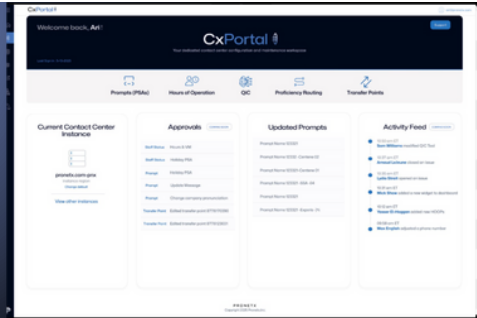


Augment Amazon Connect natively with purpose-built, low-code tools for your entire team.

CxPortal

PRONETX

- Centralize configuration of Amazon Connect instances, flows, prompts, hours and more
- Take full control over routing profiles and ACGR settings within Amazon Connect
- Enable traceability of all change requests made in Amazon Connect with comprehensive audit logs



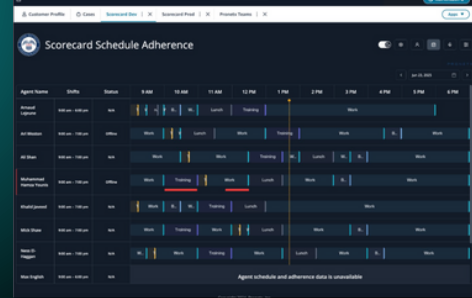
Consolidated Configuration & Management

CxPulse

PRONETX

With Amazon Connect data, you can:

- Track essential performance indicators and identify agent performance with Agent Scorecards.
- Monitor real-time compliance with work activity events with Schedule Adherence
- Maintain oversight with comprehensive performance dashboards.



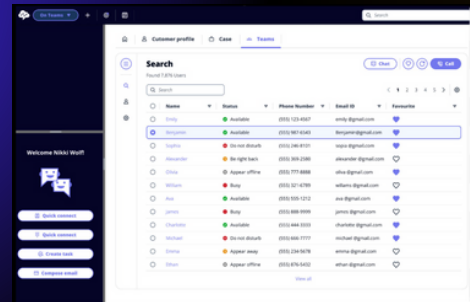
Agent Performance Monitoring & Coaching

CxFusion

PRONETX

A seamless bridge between Amazon Connect and Microsoft Teams that enables you to:

- Create a unified communication environment between front-line customer service and back-office operations
- Deliver enhanced support experiences that benefit both agents and customers.



Enabling better and more efficient team communication

Why Pronetx SaaS Products?

Unified Experience

We offer a unified workspace (CxCentral) that streamlines all your Pronetx interactions, to keep everything simple and organized. From access to SaaS products, request tracking, release note reviews, and previews of upcoming functionality, it's all in one place.

Recognized by AWS

We are deeply embedded with AWS product teams, work closely on early roadmap discussions, test beta features, and deploy tools that augment native Amazon Connect capabilities for some of its largest customers.

Trusted by the Fortune 25

Our tools are battle-tested and deployed in the most demanding and regulated industries, including Fortune 25 healthcare, financial services, and government environments.

Empower Thousands of Users Daily

Our tools are mature and reliable. Trusted daily by thousands of contact center agents, supervisors, and executives to streamline operations and elevate the customer experience.

