



# Unify Customer Engagement with **Engage360**

Enterprise Omnichannel platform by Voxtron. Secure, scalable engagement across voice, chat, email and social

# Platform Overview – The 4 Pillars of Unified CX

What is Engage360: A single platform to connect channels, automate journeys, and align teams.



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## Unified customer-engagement platform

Centralizes messaging, voice, automation, helpdesk and CRM

Messaging

Voice

Helpdesk

CRM

1



## Built for enterprise scale

Configurable AI agents and end-to-end workflows

2



## Deep backend integrations

Seamless integrations with backend systems via APIs or custom middleware.

CRM

ERP

HIS

HRMS

3



## Cross-functional collaboration

Tools for operations, marketing and sales to work together

4



# Omnichannel Capabilities

Channels supported: WhatsApp, Facebook Messenger, Instagram, Telegram, Email, Web Chat, Video Calls, Voice AI Agents, Mobile Apps, Microsoft Teams.



**WhatsApp**



**Facebook Messenger**



**Instagram**



**Telegram**



**Email**



**Web Chat Widget**



**Video Calls**



**Voice AI Agents**



**In-App Chat Widget**



**Microsoft Teams**

**Unified platform:** manage, automate, and analyze omnichannel conversations from a single Engage360 hub.

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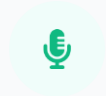
# Core Modules & Features

Eight key capabilities to automate, orchestrate, and unify customer engagement.



## AI-Powered Chatbots

Automate your Customer Engagement using AI powered Chat Bots and Self Services



## Voice AI Agents

Natural self-service over phone with intent understanding.



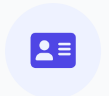
## Unified Live Agent Inbox

All conversations in one view with full context.



## Omnichannel Helpdesk

Ticketing with SLAs and smart routing to resolve faster.



## Customizable CRM

Manage leads, deals, and 360° profiles in one place.



## WhatsApp Campaigns

Templates, segmentation, and scheduled broadcasts.



## Survey Module

Send / Trigger Surveys via WhatsApp and capture feedback. Integrate with your backend systems



## Customizable Workflows

Configure Scalable workflows on your preferred channel

# Benefits & Use Cases

Delivering always-on, scalable, and consistent experiences.

 **24/7 Availability**

 **Scalable Ops**

 **Full History**

 **Seamless Handoff**



## Customer Support

Self-service FAQs, complaints resolution, automated ticket handling



## Customer Enquiries

Product info, order tracking, general queries



## WhatsApp Promotions

Campaigns, offers, personalized announcements



## WhatsApp Notifications

Order updates, payment reminders, critical alerts



## MS Teams Bot (Internal)

HR queries, IT helpdesk, rapid employee support



## Handle Tickets & Complaints

Ticket management, complaint resolution, SLA tracking



## Backend Integrations

CRM/ERP/HIS, secure real-time data synchronization



## Self-Service Options

Custom workflows, chatbot journeys, interactive menus



## Ready to transform your customer engagement?

See Engage360 in action with a personalized demo.

[Schedule Live Demo](#) →

# Thank You

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