

A contact centre you thought you couldn't afford

A world class contact centre with zero upfront costs, delivered in days and providing a launchpad into the future with access to the AWS ecosystem.

- ✓ Per agent pricing
- ✓ Extensive feature set
- ✓ Innovation ready

Contact centre made easy

We understand how hard it is to choose a contact centre solution in a crowded marketplace.

Which is why we have built the Neon Now and CX1 packages.

These packages provide access to the latest technology at a low price point, giving smaller business the opportunity to utilise technology not previously affordable.

- Fixed price packages
- No upfront costs
- Lightning fast implementation
- Software Support included

Combined power



CloudWave Neon

Single pane of glass contact centre application uniting multiple systems and processes



Amazon Connect

Underlying contact centre technology providing access to the AWS ecosystem



Nimbus

Workforce optimisation application providing visibility and control of your agents



Stax

The only native AWS Cloud Management platform providing solid AWS foundations based on best-practice

Everything you need

We know what's needed to deliver a highly functional contact centre, so we've combined key features from the Amazon Connect and Neon platforms and made them available in pre-configured packages.

- ✓ Call distribution
- ✓ Chat Channels
- ✓ Interactive Voice Response
- ✓ Flow management
- ✓ Skills based routing
- ✓ Agent presence
- ✓ Auto attendant
- ✓ Dashboards
- ✓ Call reason codes
- ✓ Address book

Don't get boxed in

Out of the box features to get you started. Custom development available when you need to scale and integrate quickly.

Simple Pricing. No Surprises

Neon Now
Neon + Connect
CCAAS Package
from

\$80

\$AUD ex GST
Per agent per month

CX1
Neon + Connect + Nimbus
Workforce Package
from

\$160

\$AUD ex GST
Per agent per month

* Telco charges based on volume of calls / minutes and an additional cost. For AWS published rates per minute see here <https://aws.amazon.com/connect/pricing/>.