

The **1st** full spectrum iPaaS solution for cloud, premise & hybrid contact centers



**Combine Premise and Cloud**

Invent the contact center you need with cloud, on-premise or hybrid configuration



**Utilize a Single Pane of Glass**

Flexibility to customize the experience to meet varying agent needs in a single UI



**Mix & Match Best of Breed**

Choose the integration scenarios that work best for your business, instead of having to settle for a single product



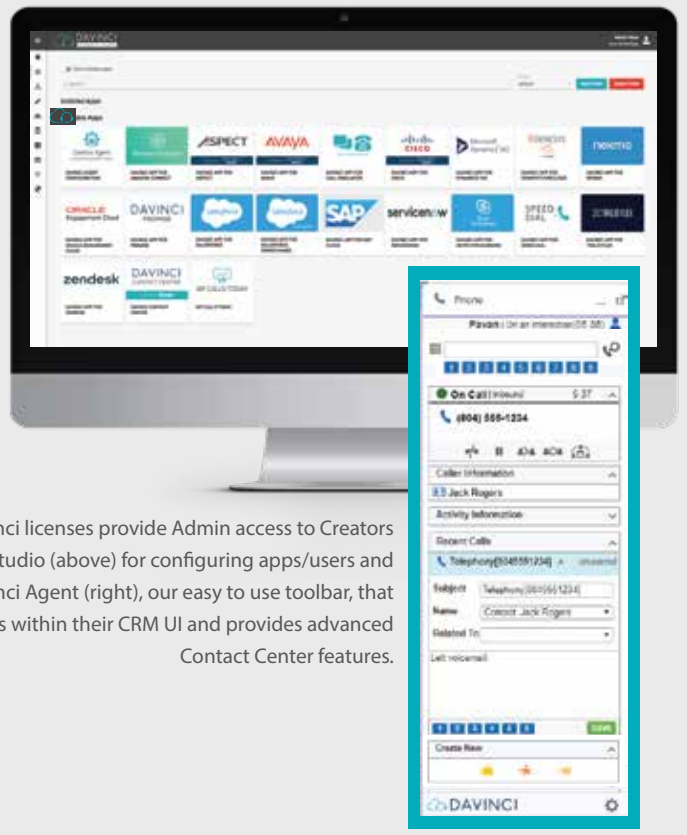
**Increase Productivity and ROI**

React effortlessly fast to necessary changes in infrastructure to support customer service and agent efficiency

**Bridging the Gap from Premise to Cloud**  
Get the solution your contact center needs today, and in the future

**What is DaVinci?**

DaVinci is the industry's first and only open-framework iPaaS (Integration Platform as a Service) Contact Center platform with pre-built apps for CRM/CSM integration. DaVinci's open framework allows you to quickly choose and configure the channel apps needed to run a fully integrated Contact Center in the cloud, on-premise, or in a hybrid environment. You can also create your own custom apps with DaVinci API's. Enabled Apps share data and events, and empower your contact center agents to support customers on their preferred channels.



DaVinci licenses provide Admin access to Creators Studio (above) for configuring apps/users and DaVinci Agent (right), our easy to use toolbar, that sits within their CRM UI and provides advanced Contact Center features.

### Broad CRM/ CSM and Center Coverage

Cloud based frameworks with pre-built Apps for cloud and premise communication and CRM/ CSM platforms

### Quick and Easy Build Out

Creators Studio Info-card based interface makes it easy for contact center administrators to select/configure apps to user profiles

### Open Frameworks and Public APIs

Enables you to leverage existing apps or publish your own to extend functionality and create the ideal contact center

### Share Data Across Applications

Allows applications to share data and events with other apps



## Features and Benefits

### Robust Agent Experience

CRM/ CSM embedded UI with advanced functionality empowers agents to support customers on preferred channels.

### Agent Analytics

Manages presence across channels and collects agent/channel metrics.

### Scalable Solution

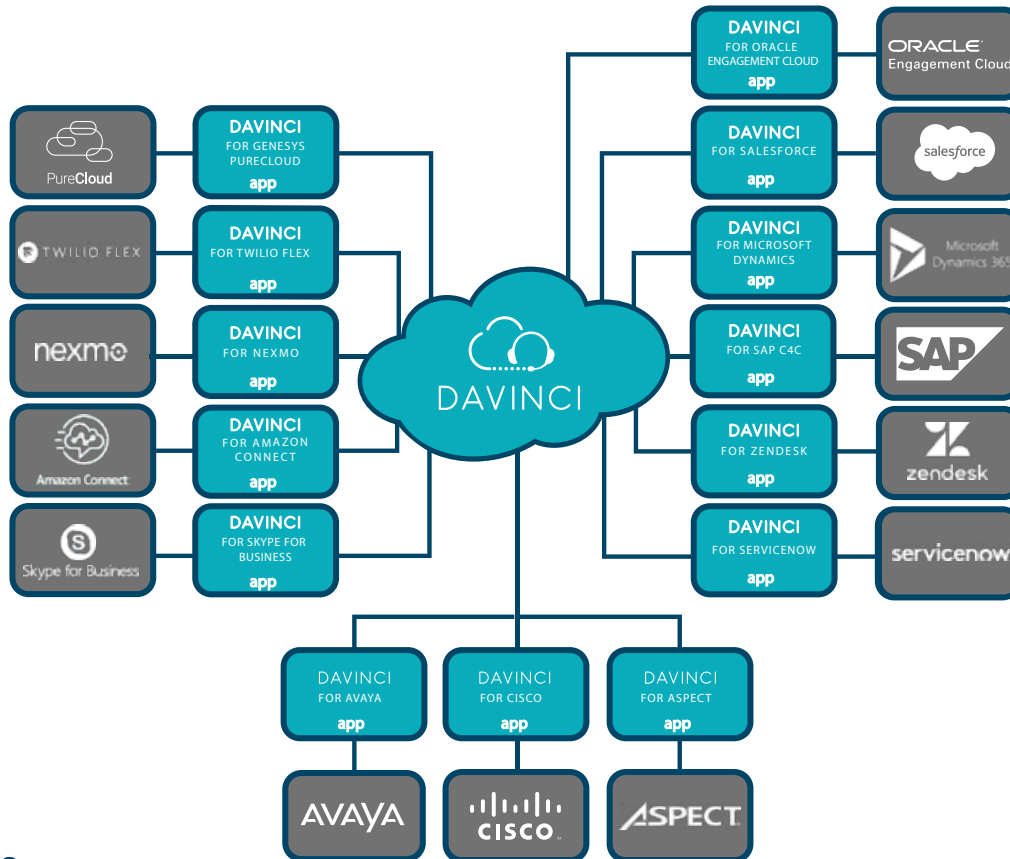
Full spectrum solution spanning premise to cloud - scales to fit any size organization and reasonable needs.

### Seamless Migration

Provides a solid path for migrating to cloud communications and taking early advantage of cloud-based innovations and offerings

## DaVinci Platform Ecosystem

Easily plug-and-play all the apps you use to run your contact center



## Contact us

www.amctechnology.com  
contact@amctechnology.com  
804.419.8600 | 800.390.4866



DaVinci is a product of AMC Technology