



Driving digital transformation  
with the right balance between  
**Artificial Intelligence**  
and Human Interaction



**Collab was founded with a clear strategy: disruptive innovation in enterprise grade contact centers, through new architectures and business models. Today, with the advances in cloud computing and AI, our vision is more alive than ever.**

Pedro Quintas, founder & member of the board at Collab

The shift to mobile devices and the rise of social media have expanded the communication channels customers can use.

**Companies are now challenged to reach customers wherever they are.**

New communication channels also translate into increased customer service expectations and to meet these, businesses should combine the use of CRM and Communications Platforms. Extending omnichannel capabilities throughout the company and empowering all employees with a unified view of the customer will be the most important step towards an effective digital transformation.

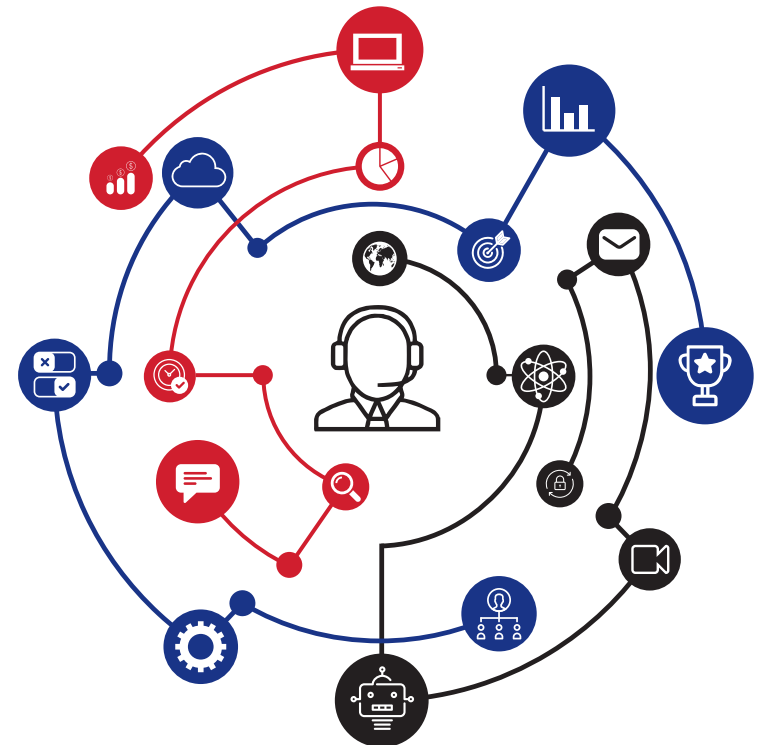
# Customer Engagement Made Easy

-  **Nubitalk Cloud**  
 *public cloud*
-  **OneContact CC**  
 *hybrid cloud + on-prem*
-  **Office Phone**  
 *public cloud*
-  **OneContact WFO**  
 *public cloud*
-  **OneContact Gamification**  
 *public cloud*
-  **AI powered modules**  
 *public cloud*

## Our products and services

### All-in-one next generation suite

Complete inbound functionality with intelligent routing, advanced outbound dialers, integration of all media channels (voice, video, chat, email and social media) and real-time / historical reporting.



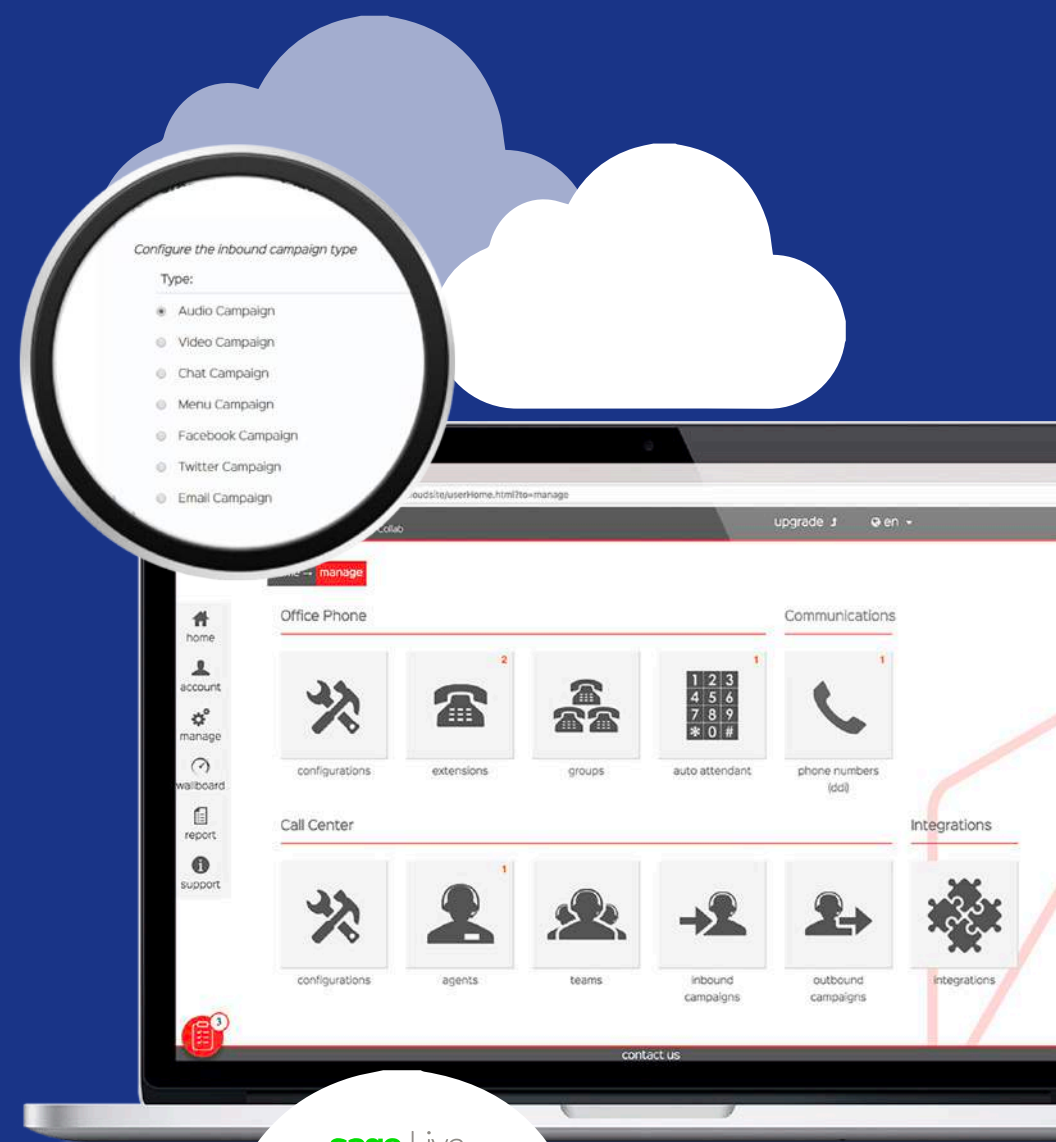
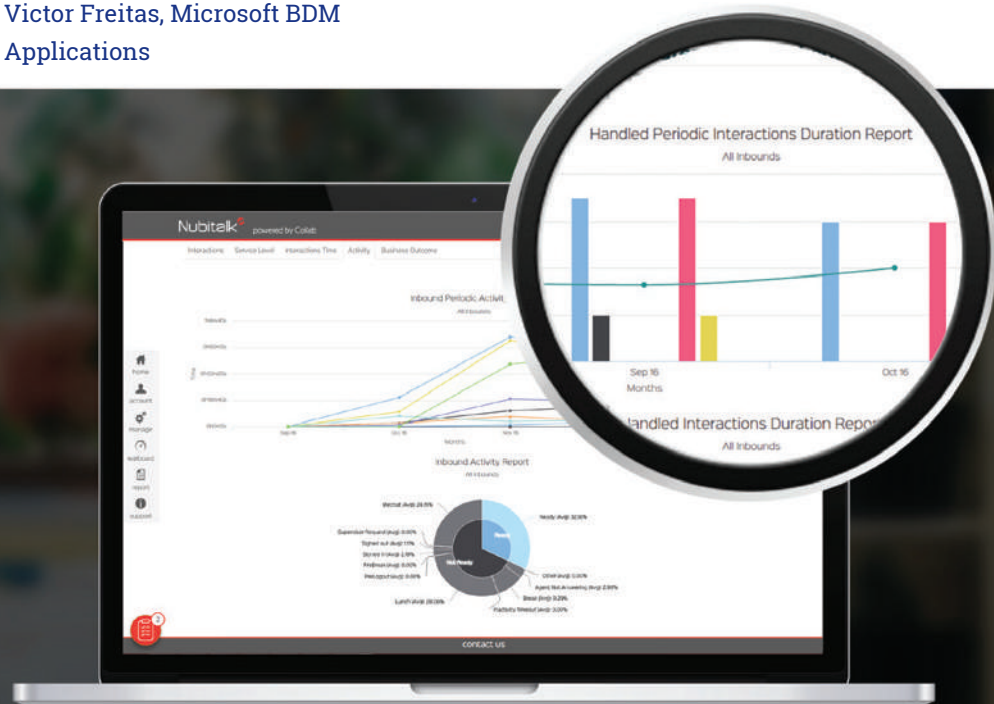
## Cloud contact center service

“

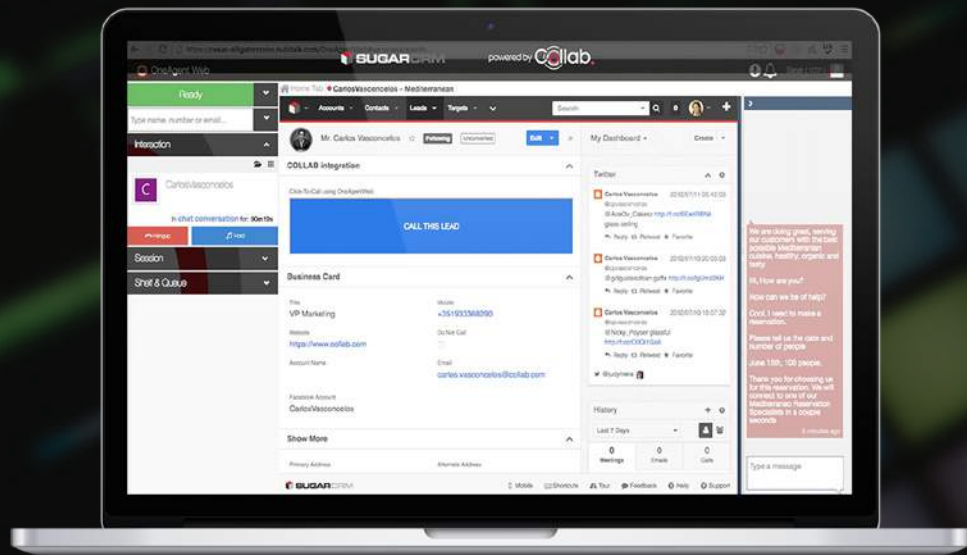
The supply of cloud services to innovative platforms such as Nubitalk on Microsoft Azure, is a true example on how Microsoft enables companies focused in Digital Transformation

Contact Center as a Service (CCaaS), using OneContactCC core engine, hosted in Microsoft Azure public cloud. Our technology made easy, flexible and pay-as-you-go, through an interactive web portal. Great for flexibility, quick set-up and cost control.

Victor Freitas, Microsoft BDM Applications







OneAgent Web



OneSupervisor Portal



## Omnichannel contact center



**With Collab's technology we are well positioned to continue providing an excellent customer service.**

António Veiga, Head of Contact Center at Vodafone

On-premises, private or hybrid cloud deployment. Great for customized solutions in sophisticated enterprise environments.



Intelligent Routing Scripts in MSVisio



Advanced Reporting and Provisioning

OneContact CC is a Next Generation IP-based Multimedia Contact Center solution that offers **full Campaign & List management across voice, video, chat, e-mail and social media**. Its enterprise grade, standards-based IP architecture addresses the need of flexible environments and it allows the deployment of new contact center business models, hence reducing total cost of ownership when compared to legacy applications.

# Office Phone

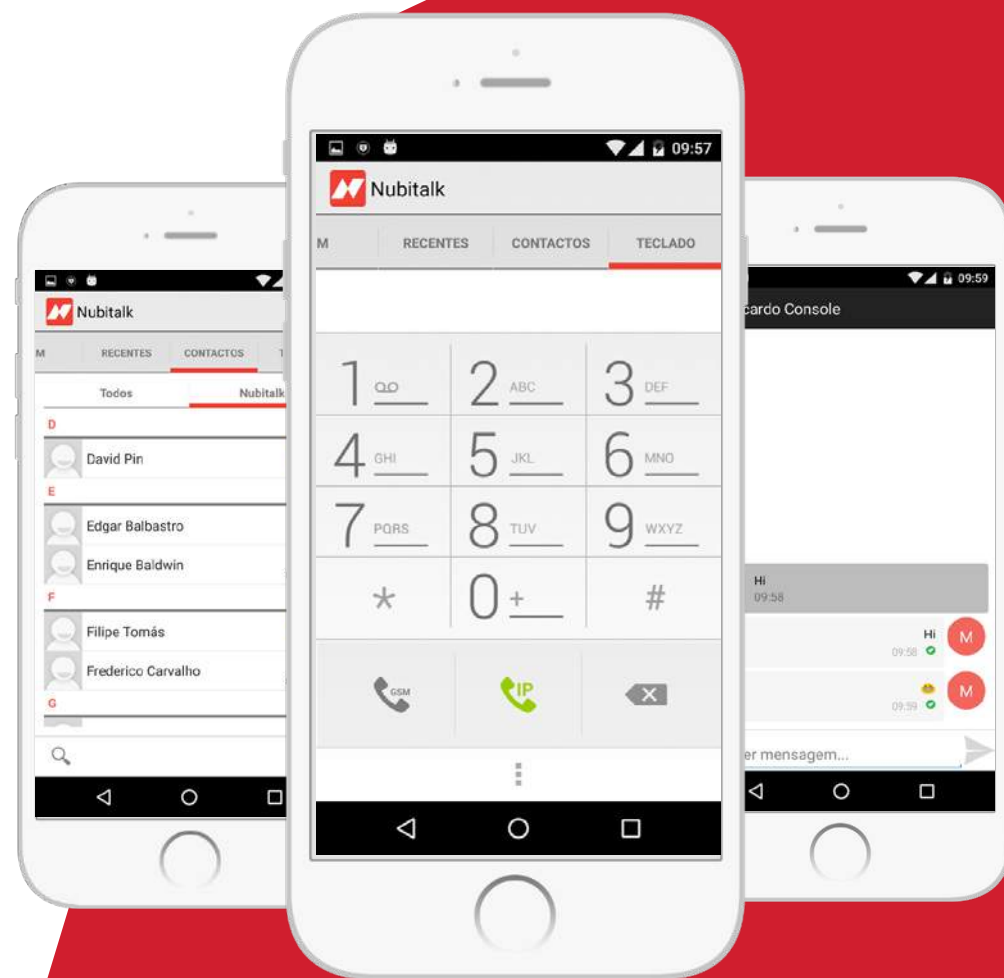
## A new way to manage your company's Voice Communications

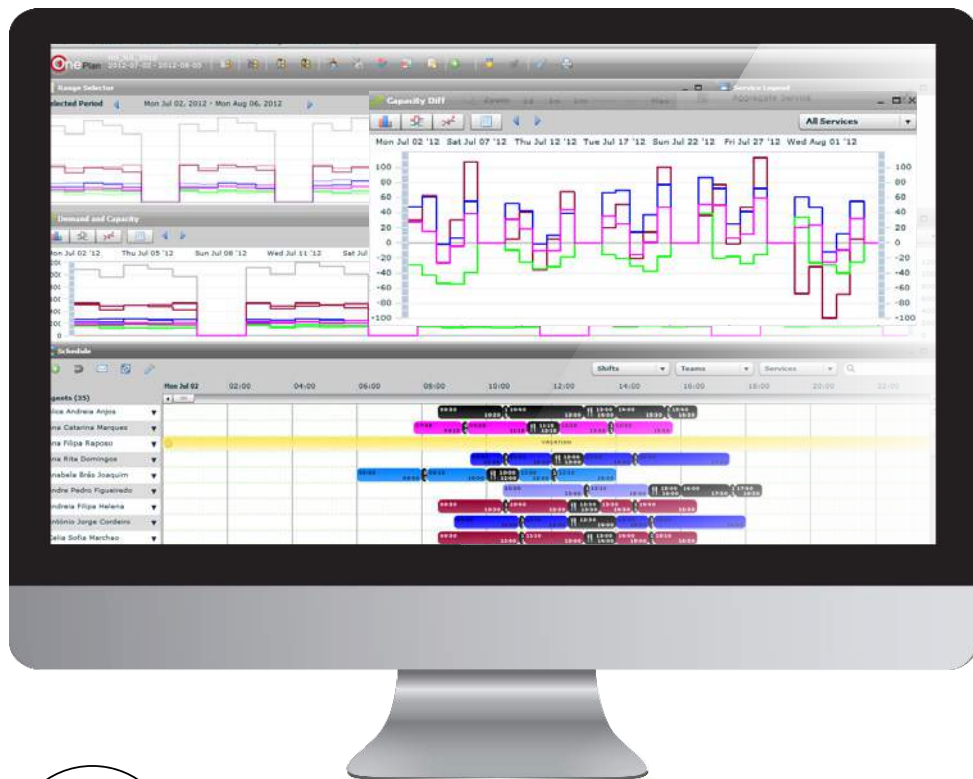
Office Phone is a VoIP business solution that enables an integrated management of fixed and mobile communications, “on premises” or “cloud”. Its advanced features allow to simplify the process of routing and call reception, adapting effortlessly to each customer setup. With Office Phone you don't need to invest in new equipment, its functional architecture allows to operate side by side with other systems and manage multiple offices, geographically dispersed.



**Our business always enabled the reseller and the end client to be able to self-manage their portfolio of services. We felt that Office Phone with its self-management tools allowed a “normal person”, not a telephony expert to use it in an easy way. Also the simplicity of the IVR section, managing users, the automatic and remote set up of handset, all of this gave us a product differentiator.**

Guy Miller, Director Next Generation Voice Services at TalkTalk Business





## One Contact WFO

### Workforce management / optimization

Management tools (forecasting, planning and monitoring) with individual and aggregate reports in real-time. It also includes voice and screen recording (with optional e-Learning) for compliance and evaluation purposes.

## One Contact Gamification

### Loyalty, motivation, fun

“

With Collab Gamification we have significantly increased motivation, productivity and internal skills, without reducing SLAs. All of this was achieved in a fun and gaming-like atmosphere.

Vasco Canha, COO, AXA Assistance Portugal

Gamified experience, based in business critical KPIs, to encourage healthy competition among contact center agents and other departments in the organization.





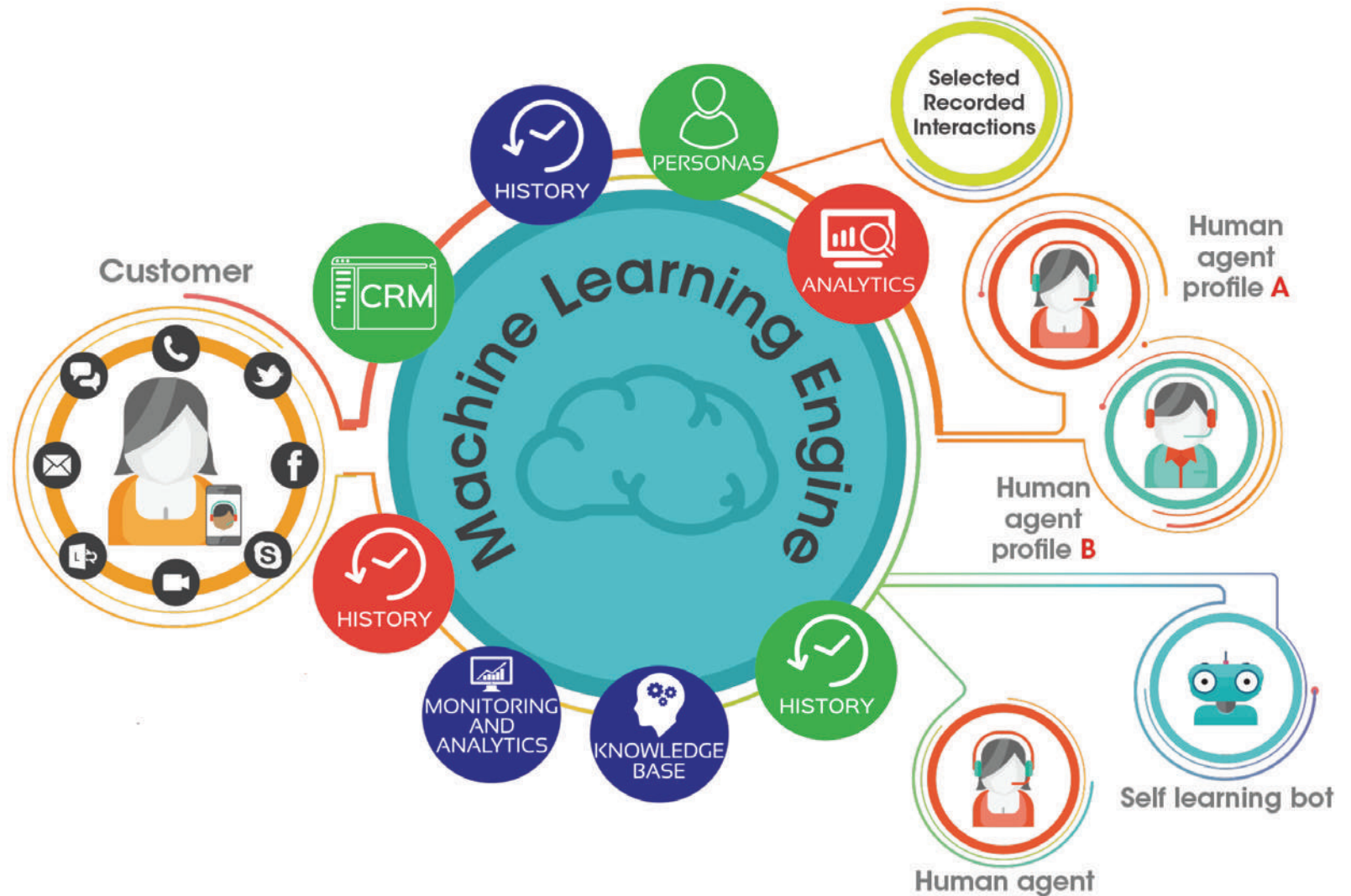
# AI powered modules

## Artificial intelligence

The power of AI applied to the Contact Center through 3 major functionalities: **Predictive Quality Monitoring (PQM)**, **Predictive Routing (PR)** and **Self-learning bots (SLB)**.

Insights are gathered from the CRM, the interaction history and the analytics engine. Then, we use Machine Learning to suggest:

- > which interactions should be evaluated first (PQM)
- > what is the best possible affinity between inbound customers and agents (PR)
- > how to optimize the human + bot interaction (SLB)





# What Collab can do for your business

## Our promise



### Revolutionize your customer engagement

Deliver consistent experiences across all channels and touchpoints (voice, video, chat, email and social media).



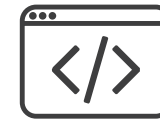
### Boost your sales

Increase contact rates with outbound dialers and create better sales opportunities with client history and sales scripts integrated in the same interface.



### Ignite your campaigns

Quickly launch new rich-media campaigns and fully integrate them with your existing CRM or Collab Customer Interaction Hub (CIH).



### Simplify your IT

Refocus on your core business by moving to the cloud, saving time in maintenance and support tasks.

# We are Collab

## About us

Collab is a Contact Center provider that delivers Digital Transformation to Contact Centers (CCs) of all sizes, combining omnichannel capabilities, ease of use, agility and quick deployment, while unleashing the disruptive power of Artificial Intelligence.

## Why other businesses trust Collab



### Innovation

Turn modern technology into relevant and useful contact center features.



### Expertise

Customers and Offices spread across 4 continents.



### Recognition

Considered a Visionary by Gartner.



### Support

In-house platform development.

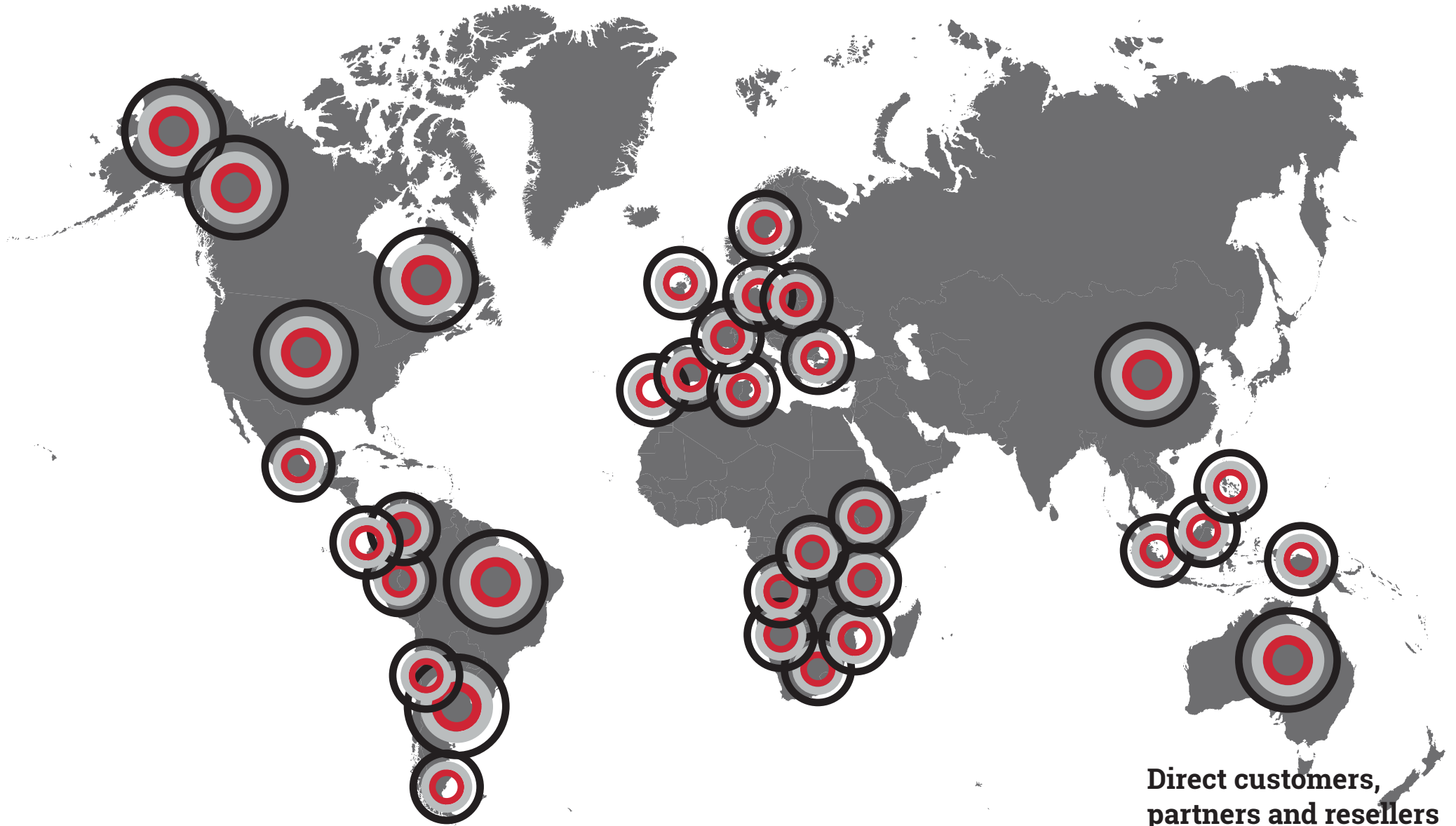


### Ecosystem

Off-the-shelf integrations with leading business applications.



# Customers and partners worldwide



**Direct customers,  
partners and resellers**

# Reseller program

## Partnership Levels

**Collab. Partner**



Nubitalk



\* Negotiating or Meeting/Entering Contracts on a regional basis.

## Partnership Benefits & Requirements

	Silver	Gold	Platinum	Integrator	Host
Cooperative Marketing Budget		✓	✓		✓
Lead Generation by Collab	✓	✓	✓		✓
Licenses for Demo / Development	✓	✓	✓	✓	✓
Sales Goal Bonus	✓	✓	✓		✓
Technical Goal Bonus	✓	✓	✓	✓	✓
Permission to customize communication materials (Co-Branding/Re-Branding)		✓ <i>Co-branding</i>	✓ <i>Co-branding</i>		✓ <i>Re-Branding (Powered by Collab)</i>
Semesterly objectives	TBD	TBD	TBD		TBD
Minimum technical professionals certified	TBD	TBD	TBD	1	2
Possibility of user training for end customers	✓	✓	✓	✓	✓
Commercially trained sales team	✓	✓	✓		✓

The mentioned table are a brief summary from the original version. For further details, please consult the Collab Partner Program at [partners.collab.com](https://partners.collab.com).





**collab.com**

✉ **info@collab.com**

**PT +351 210 927 840**

**UK +44 2037 501244**

📍 **Av. D. João II, 43, 4th floor**  
**1998-031 Lisboa**  
**Portugal**