



UCBOX.io

Agami Tech's flagship product, UCBox.io is a Multi-channel Unified Contact Center platform, which enables businesses to collate all customer interactions within a single reliable and robust interface. Empower your agents to better engage with your customers and deliver exceptional Customer Experience.



SALES & MARKETING
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INTRODUCTION

Spearheaded by Mr. Sanjay Chhabria as its Managing Director, Radius is a modern take on Mumbai's real estate. Team Radius is a blend of professional flair and entrepreneurial passion.

Sanjay is a renowned and respected member of Mumbai's real estate fraternity, and Radius is his independent foray into real estate.

Radius is an amalgamation of integrity, transparency, and ability to deliver challenging projects on time. Radius is an outcome of the succession plan at the Wadhwa Group, where Sanjay led the business as a Managing Director for over a decade. Above all, everything that we do will be built around all our stakeholders. Each development by Radius is an affirmation of its dedication. We bring to life unique concepts in the urban real estate, which remain faithful to the philosophy of 'Built Around You'.

Source: [Radius Development Website](#)

BUSINESS CHALLENGES

During our initial brand audit, we realized that the client was facing major call drop issues with their existing solution. Furthermore, they had multiple offices set up across India and thus required a centralized unified Contact Center management setup integrated with their Salesforce CRM, which was robust, stable, and agile. The client further sought to enhance their customers experience vide the inbound and outbound processes and offer valuable insights and custom analytical reports.

CASE STUDY

CLIENT: RADIUS DEVELOPERS
INDUSTRY: REAL-ESTATE
HEADQUARTERS: MUMBAI

CLIENT REQUIREMENT

- Centralized management setup
- Robust, stable, and agile platform
- User-friendly and easy to use interface
- More Uptime

RESULTS DELIVERED

- Salesforce integration
- Custom reports
- Multi-level IVR
- Centralized management setup
- Multiple outbound dialling modes

SOLUTION PROVIDED

Agami Tech was able to deliver a stable and flexible centralized Contact Center solution based on its state of the art offering Unified Contact Center Solution, UCBox.io. With UCBOX.io, we were able to seamlessly connect with the clients' existing Salesforce CRM and also unify their inhouse and BPO operations, spread across multiple locations in India. The advanced inbound and outbound call handling functionality of UCbox enabled the client to achieve its productivity goals and realize an enhanced Customer Experience.

Key Features & Functionalities delivered:

- Multi-level IVR
- Salesforce CRM integration
- Custom reporting
- Multi-Mode Outbound dialing
- User-friendly & easy to use interface
- Enhanced Reporting and Dashboard
- Salesforce Integration

ABOUT AGAMI TECH

Headquartered in Mumbai, India, Agami Tech is a multi-cultural Information Technology Solutions and Business Consulting Company.

We believe in building rock-solid relationships with our clients, to conceptualize and realize technology driven business transformation initiatives in the world of Unified Customer Interaction Management and Analytics.

Our vision is to become a world-class provider of consulting & information solution services focusing on and leveraging the synergies between three core areas of operations, telecommunications, Information Technologies and IP telephony.

We take pride in the fact that we have helped our clients achieve superior returns on their technology investments, which we have delivered through our best in class industry solutions, passion, the immense collective domain expertise of our people, and our global approach towards each project.