



Twitter



Linked In



Website



Facebook

Partnering with the extraordinary



Who we are

ipSCAPE develops cloud-based business communication and customer experience technology that is feature rich, highly scalable and offers powerful integration capabilities. Our solution empowers businesses to enhance their customer experience and engagement strategies through advanced applications and omni-channel communications.

ipSCAPE's multi-channel communication technology integrates with CRM and Business Intelligence applications to generate strategic customer insights.

In addition, our technology encompasses Voice, Web Chat, Email, SMS, IVR, Virtual Agents, and other emerging channels. Our platform leverages AI-based technology and utilises intelligent algorithms at the core of features such as our Virtual Agent Voice and Predictive Dialler.

Our advantage

ipSCAPE empowers businesses to:

- Grow Sales – Advanced outbound solutions utilise intelligent algorithms to optimise performance
- Generate customer insights – Connect ipSCAPE with CRM and Business Intelligence applications
- Enable Customer Service Teams – through powerful skills-based routing, wallboards, inbound communication tools and WFM capability
- Automate Notification Systems – Manage incidents through intelligent IVR solutions
- Facilitate Omni-channel Communications – Enhance customer experience and engagement through multiple communication channels
- Achieve compliance – Manage risk through ACCC & PCI compliance, call tagging and recording solutions
- Initiate Customer Self Service – inc payments, click & collect, order tracking, deliveries and account balances

How does our Solution work?

ipSCAPE provides a simple web-based platform to access voice and digital channels so businesses can build and grow their customer experience and communications.

ipSCAPE SaaS architecture is designed to seamlessly integrate with any business model and serve across multiples sites and geographies. It is available using the Agent toolbar, Workspace and the CTI which integrates within CRMs.

ipSCAPE provides options for connectivity including SIP, Virtual SIP, while also providing Triple Redundant Telco and Microsoft Teams integration.

Full-service implementation options including building queues, outbound campaigns, workflows, IVR documentation, agent creation and role assignment with implementation in as fast as 24 hours are also offered.

What are people saying?

“ipSCAPE has helped us streamline our communication workflows and systems for our multisitecontact centres. We were able to reduce costs by 80% by implementing ipSCAPE who have proven to be not just a technology provider, but a strategic partner for growth.”

- Aman Arora - Healius (formerly Primary Healthcare)

“ipSCAPE scales with our business – our usage is seasonal and ipSCAPE helps us provide service to our customers during peak periods through voice and digital channels such as web chat for live support.”

- Leon Dale –Operations Director - Wine People

