

EDIFY HUDDLE



Contact Center + Unified Communications + API
all in a single pane of glass

It's time our interactions with brands are as organic as our interactions with each other – voice, text, chat, email, video, and social in one place.

And it's time to elevate the experience employees have at work so they can give their best to customers, no matter where anyone is located.

Customer experiences don't have to be poor just because that's what most technology allows. Finally, there's a cloud-native platform that's changing everything – a single solution for connecting businesses with customers and employees with each other.

We built the software we wish all companies had because we are Edify, and we're customers, too.





FEATURES

- Cloud-native
- Voice, email, text, chat, social media, and video in one pane of glass
- Unified across channels, bots, and humans
- Hammond, the Edify Huddle machine learning engine, naturally understands customers, offers self-service, and routes interactions to the right agent anywhere in an organization if and when it's time, supporting agents in their quest to focus on interactions that require a human touch
- Softphone, voicemail, extension dialing, internal and external chat, video chat, and the ability to ring anywhere, plus IP desk phone support
- Hammond automatically identifies coaching and training opportunities
- Combine IVR, IVA, and RPA functionality with custom drag-and-drop workflows that can leverage multiple data sources with no code required
- True Platform: our APIs, our apps, our telecom network
- APIs add real-time communication with simple programmable voice, messaging, and phone number provisioning
- Easy integrations with popular CRMs like Salesforce & Zendesk
- iOS and Android mobile app accessibility
- HIPAA, PCI, and SOC2 certified
- Global availability and real-time redundancy in 37 data regions and phone number origination in over 60 countries
- Guaranteed 100% uptime, the industry's highest and most inclusive SLA, backed with a 10x guarantee



Reduce attrition by leveraging ML-powered coaching & training that goes way beyond score cards.

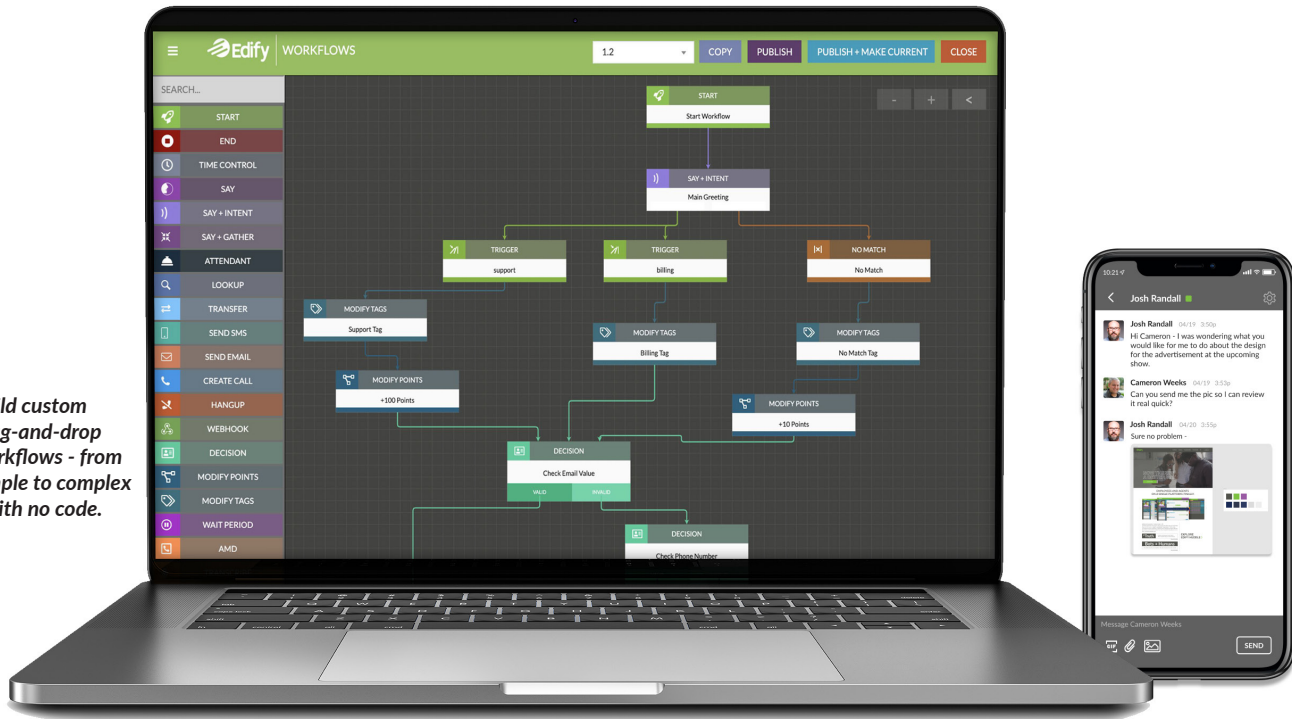


Toggle between channels inside of a single interaction.



Get instant access to customer info.

Build custom drag-and-drop workflows - from simple to complex - with no code.



The Edify Huddle mobile app offers easy access anywhere, anytime.

BENEFITS

- Unify your entire global workforce on one platform with no IT burden
- Work from anywhere with one another and to serve customers
- Use it out-of-the-box or customize it any way you like
- Pay only for what you use with transparent pricing
- Machine learning is natively embedded at every level
- Don't just take our word for it, try five users on us at activate.edify.cx and never transfer a customer again

PAY ONLY FOR WHAT YOU USE



HUDDLE ML
CCaaS

Cloud-native omnichannel business communications with machine learning

\$7
USER/DAY



HUDDLE BASIC
UCaaS

Unified Communications that's actually unified (included in Huddle ML)

\$10
USER/MONTH



HUDDLE API
CPaaS

Real-time communication API capabilities to build something completely new or customize the Edify Huddle environment

USAGE-BASED

Learn more at edify.cx/pricing

Edify Huddle.

The last contact center platform you'll ever need.



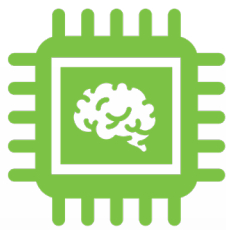
SINGLE PANE OF GLASS



BOTS + HUMANS



TRUE OMNICHANNEL



MACHINE LEARNING



REAL-TIME COACHING



ZERO CODE



37 GLOBAL DATA CENTERS



100% SLA 10X GUARANTEE



3RD PARTY DATA INTEGRATIONS

"Edify's competitive advantage derives from its natively built technology... It enables real-time interaction and connects all enterprise functions for viable omnichannel interactions."

OMDIA

Mila D'Antonio



About Edify Labs, Inc.

Edify connects businesses with customers and employees with each other. The company's Business Communications as a Service (BCaaS) platform, Huddle, is the only one uniting unified communications (UC), contact center (CC) and communications platform (API) functionality in a single, cloud-native software solution that lets users move seamlessly among channels within one conversation. Edify removes all the risk of using its cloud-based platform with five free users forever, global availability, real-time redundancy, usage-based pricing, and a 100% SLA uptime guarantee. Learn more at edify.cx.