

# ABC

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## Advanced Business Communications

Brochure



## Tailored for success

ABC is a **white-label** convergent business communication solution designed for Service Providers looking to address B2B opportunities in Unified Communications and Contact Management.

As an advanced **cloud-based** communication suite, ABC helps **operators meet market demands while keeping customer ownership.**

Unified Communications represents a significant simplicity and growth opportunity for service providers. By incorporating a robust set of communication services into their offerings, providers can boost revenue, cut costs, enhance customer satisfaction, and set themselves apart from competitors.

ABC helps Services Providers empower business communications, collaboration, and contact management through a convergent and multichannel suite ecosystem.





## On the move communications management



### Cloud-ready and Customer ownership

Move to the cloud while maintaining ownership of your customer relationships.

Enhance customer loyalty by bundling multiple services to craft compelling offerings.



### White Label

Maintain a consistent brand identity by applying your branding to all customer-facing interfaces and apps.

Establish your pricing strategy and retain control over your profit margins.



### Enhanced Network

Leverage your network and empower your brand to deliver unified solutions that meet your customers' evolving needs.



### Reduced CAPEX

Low initial investment with reduced upfront fees. Eliminate the need to purchase, maintain, and upgrade on-premises hardware and software.



### Flexibility

Whatever stage your business is at, our platform seamlessly adapts to your evolving requirements without the need for substantial hardware investments or drastic overhauls.



**Advanced Business Communications**

Tailored for success

benefits

# Contact Management

**ABC Contact Management** offers a comprehensive set of tools to streamline both incoming and outgoing business communications, ensuring that customers enjoy the best possible experience and that calls are handled seamlessly.

Interactive Voice Response (IVR) systems, powered by Generative AI (GenAI), allow customers to interact naturally, guiding them to the right resources, providing instant information, and gathering valuable feedback.

Gen AI enables round-the-clock support through chatbots and virtual assistants, swiftly resolving issues and personalizing interactions for each customer.

## Web based management and self-provisioning platform

It provides powerful multimedia features over IP broadband, SIP trunking, fixed and mobile networks, enabling fixed-mobile convergence (FMC) supporting seamless service execution across different Networks, as well as rich collaboration tools to provide a rich and unified experience.

Targeting SoHo, SMEs, and large enterprises with single or multiple sites, ABC integrates all company's branches into one system, across different locations and network types.

**With such a flexible and modular solution, service providers will be able to deploy a full range of business communications services, from fixed-mobile convergency to unified collaboration, minimizing end-users communication costs and improving productivity.**



Service  
Providers



From Small  
Business to Large  
Enterprise



Customer  
Service teams



Distributed  
teams

# who is it for

# Discover ABC

With ABC, users can conveniently access their communication tools from any location with internet connectivity, whether they're at their desks, traveling, or working remotely. The platform seamlessly integrates various communication and collaboration tools in the cloud, such as phone services, video conferencing, chat applications, and contact management.



## Business Phone System

High-quality phone system with features such as call forwarding, call recording, and other advanced options for making and receiving calls by taking advantage of the Service Providers' network, over the Internet using Voice over Internet Protocol (VoIP), or by integrating with enterprise's Private Branch eXchange (PBX).



## Contact Management

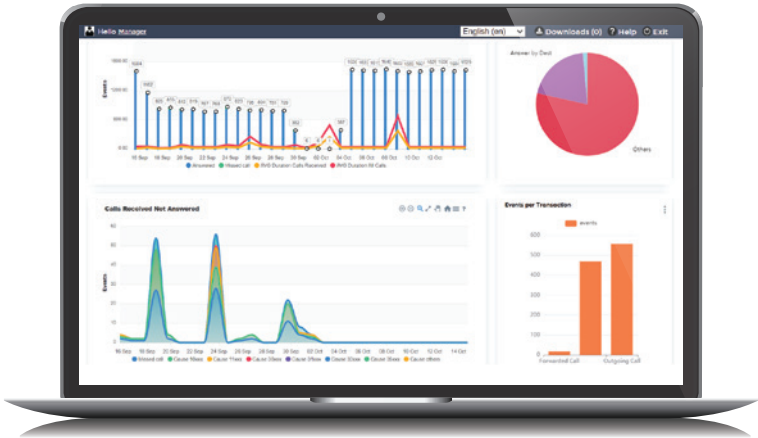
Companies can customize auto attendant flows, integrate virtual assistants and tools for process automation, set up call queues, and define call distribution rules according to their needs.



## Cloud Collaboration

Integrate with cloud collaboration solutions for a seamless experience and extended connectivity.

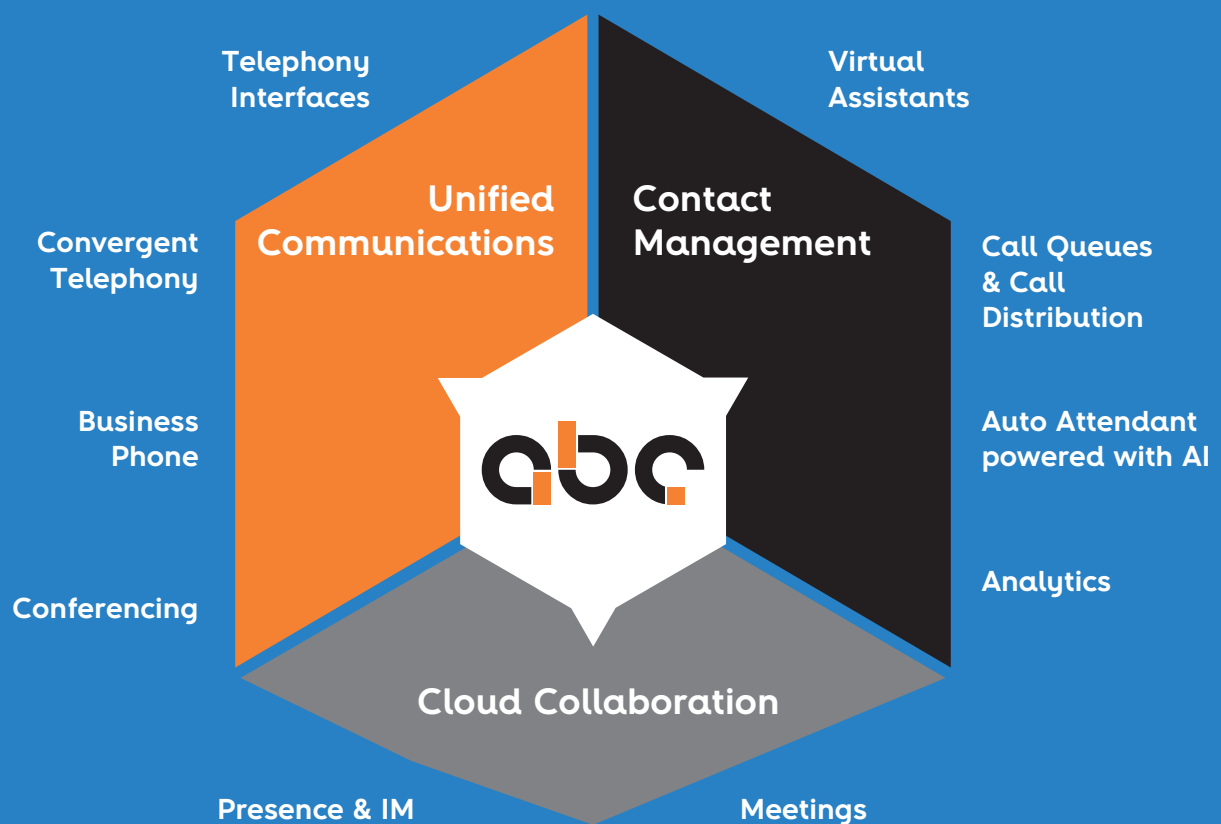
# main features



## The solution

Altice Labs provides a comprehensive range of VoIP services and applications with multimedia capabilities designed to meet the challenges and needs of next-generation networks, in the context of fixed-mobile convergence, contact management, and team collaboration.

ABC is fully compliant with IMS/TISPA standards solution that offers the business world a smooth migration from TDM to VoIP and a full set of advanced Class 5 and regulatory services, such as emergency numbers, legal call interception, carrier selection, local number portability, etc.



## What sets us apart?



**Flexible model** of customer business offers and end-user service management



**Easy integration with external platforms**, thanks to its extensible architecture, enabling the development of innovative services



**Comproved know-how and experience** in several business markets and geographies



**Integration with monetization platforms**, allowing real-time charging of ABC services, self-subscription, and assets distribution



**Fullset of communication and collaboration** features for a rich and unified experience

## After ABC

- Operator-hosted solution with increased flexibility and capability;
- Easy customization of services by the Customer and End Users;
- Self-subscription and assets distribution by the Customer;
- Solution interoperable with several equipments from different vendors;
- Richfull set of services, available to any kind of network access;
- UC applications and tools for enhanced experience and productivity.





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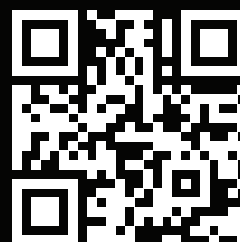
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Learn more about  
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