TOP 11
Features for your business in 2025

in progress

Auditing UI
Allows administrators to track actions, identify errors, and monitor user interactions for better accountability and troubleshooting.
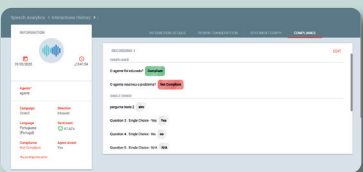
in progress

WCAG
WCAG
Web Content Accessibility Guidelines

Accessibility upgrades across keyboard navigation, interface controls, and text-to-speech to better support assistive technologies.
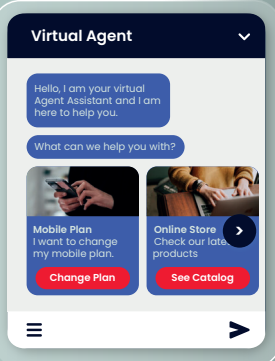
Speech Analytics – AI Compliance
Set AI-validated compliance rules per campaign, then monitor and enforce them consistently.

Support Rich Media in Chat Channels
Add rich media and interactive content to chat channels to drive stronger engagement.

Virtual Agent

Hello, I am your virtual Agent Assistant and I am here to help you.

What can we help you with?

Mobile Plan
I want to change my mobile plan.
Change Plan

Online Store
Check our late products
See Catalog

Support SSML in Flow Speech nodes
Use SSML in Flow nodes to fine-tune text-to-speech output, including pitch, speed, and volume.

ASK | SAY | Menu
SSML | TTS
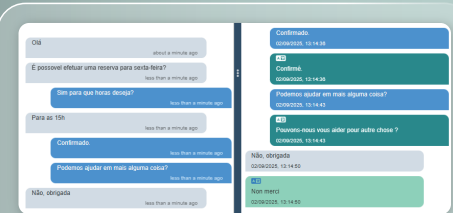
Agent Assist – Realtime Translation
Real-time translation for chat and voice using Microsoft Azure AI Translator, so agents can respond clearly across languages.
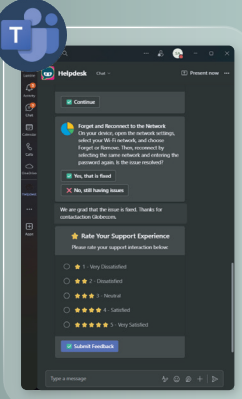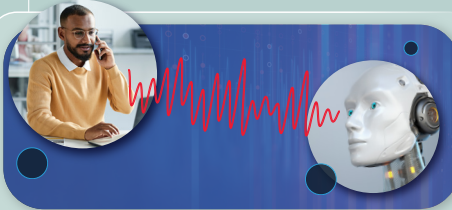
MS Teams Inbound Chat
Let customers start inbound chats in Microsoft Teams, connected to OneContact CC through the MessageHub connector.

Continuous STT
Stream recognized speech in real time so the bot can react mid-sentence, without waiting for the customer to finish speaking.

QM – SA Integration
Filter by Speech Analytics information
Find the right interactions faster with Speech Analytics-based search, with interaction details auto-completed via the Reporting application programming interface (API).
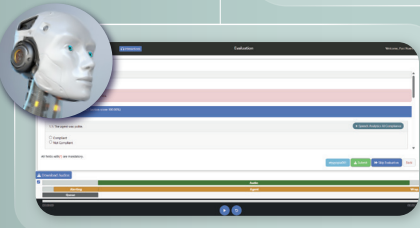
Search Options
Speech Analytics Filters
Services | Call | Speech Analytics

QM – SA Integration
Autofill form questions with AI compliance answers
Map compliance questions to form fields so Speech Analytics AI Compliance can prefill evaluations during configuration.

December release

IVR/Flow – Streaming responses
Stream bot responses in IVR and Flow execution, without waiting for the full API response.

Note: planned for December release.

REST API

Collab.