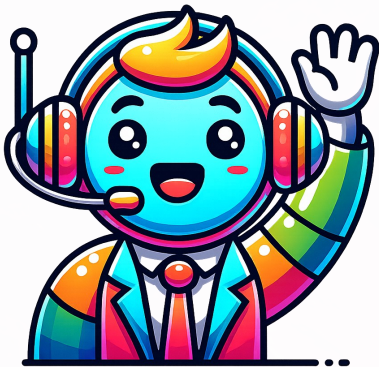




SAMWIN 11

YOUR CONTACT CENTER SOLUTION

samwin 11 is the contact center solution that unites flexibility, efficiency, and innovation in one platform. With samwin 11, your users remain highly focused, productive, and dynamic — the key to sustainable success. With the introduction of artificial intelligence, samwin 11 enters a new era of customer service.



AI meets Agents

Alongside its powerful contact center capabilities, samwin impresses with outstanding real-time AI integration. The result: 24/7 service at a new level of quality. High availability, zero wait times, and significant scaling effects increase the performance of any contact center — either as smart relief for your team or as a fully autonomous hotline.

Your real advantage comes from the perfect combination of samwin and AI. Central control remains with samwin — and therefore in your hands. You decide how much AI you want to use. This ensures maximum security and strengthens customer trust.

Optimized for Your Workflow

samwin 11 is the flexible platform for modern contact centers and operator workstations — from single-seat setups to distributed multi-site environments. The solution covers the entire process: intelligent routing, meaningful reporting, and seamless integration of external applications work together effortlessly.

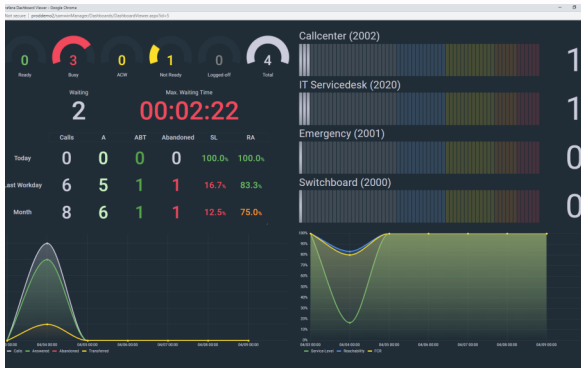
Classic operator consoles are also fully and comfortably supported. Based on the wide range of features, numerous intermediate, special, and custom applications can be created that fit precisely to your workflows. No matter how complex, deeply integrated, or unique your scenario may be — samwin 11 meets your needs comprehensively and provides a robust, future-proof foundation for excellent customer service.



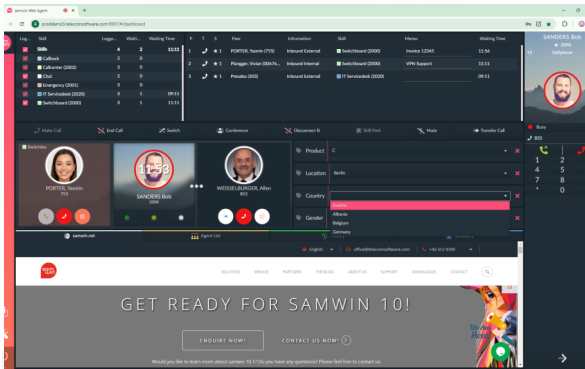


HIGHLIGHTS

- Historical reporting and real-time monitoring
- Open contact center platform
- Support for a wide range of telephony systems
- Comprehensive presence management
- Brick-based user interface
- High customizability
- Integration-friendly
- Strong user acceptance
- Dynamic scalability
- Intelligent callbacks
- Supervisor Studio
- Optional operator console
- Smart skill routing
- 360-degree customer view
- Needs-based and flexible licensing model
- AI Agent
- Prioritization & business rules
- Open REST APIs & webhooks for special requirements



Real-time display



Brick-based Web Interface

Smart and scalable

samwin grows with you — from a single workstation to the cloud. On-premises or containerized, centralized or decentralized — seamlessly and without compromise.

The flexible brick-based user interface meets modern user expectations and can be precisely tailored to your workflows. Stability and efficiency are always the focus — ensuring smooth, economical operation day after day

Vendor neutrality without compromise

samwin integrates independently with various SBCs and telephony systems — without lock-in and without dependencies. Wherever you and your infrastructure move, samwin adapts and grows with you. Our independent corporate structure also ensures long-term neutrality and maximum flexibility in architecture, expansion, and operations.

