



Creating Customer Value

CDC Software provides best-in-class Software as a Service (SaaS) solutions that create real-time, events-based links between leading telephony systems, CRM systems and other mission-critical contact center data sources - with a lower total cost of ownership and quicker time to market than a custom integration project.

Our solutions are used every day by customer service agents at brands like Chico's, T-Mobile, Blue Nile, Takeda, PVH (owner of Tommy Hilfiger, Calvin Klein, IZOD and other brands), Ready Flowers, DHL and more.



Fast. Proven. Cost-Effective.

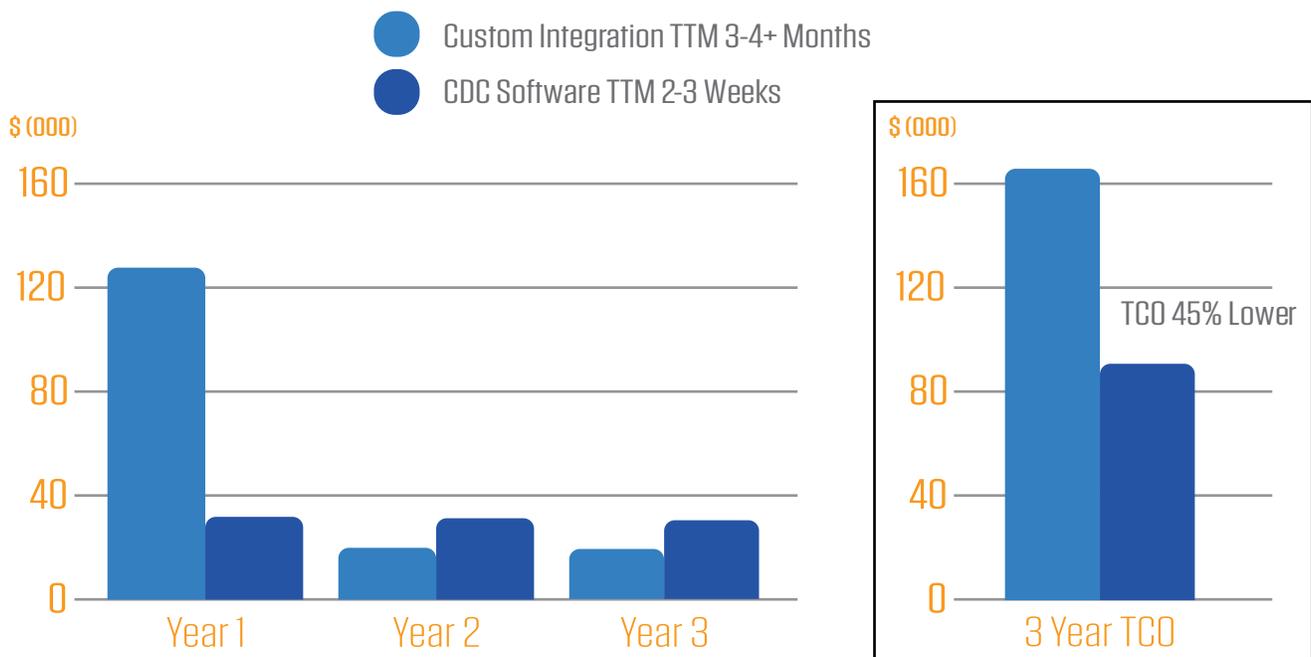
With CDC, customer service agents are delivered highly actionable caller data - name, location, service history and more - before they can even say "hello." When the call is over, details (and even a recording or voicemail, if desired) are automatically logged in the system of record.

The Results?

Happier customers, increased brand loyalty, smoother service calls, reduced manual data entry, increased profitability - and real success.

Through a unique system integration methodology, CDC's platform makes it possible to achieve all this in weeks, rather than the months required by custom coded integration projects. CDC combines a robust core engine with prebuilt connectors for CRMs like Zendesk and Freshworks and telephony systems from Cisco, Avaya, Digium - Asterisk and SwitchVox, Vonage Business and more. As a result, CDC integrations are highly stable, scalable and flexible - if you ever change a system, CDC can simply and quickly be reconfigured to work with it.

Significant Value in Total Cost of Ownership (TCO) and Quick Time to Market (TTM)



CDC Software has truly changed the way businesses handle traditionally complex system integrations, making it easy to do business, while having a positive impact on the customer experience.