



Take Contact Center and CX to the Next Level

Deliver Enterprise CX to Every Client

TitanNGN's Atlas Enterprise CX equips agents with the tools to deliver exceptional customer experiences across every channel — voice, text, chat, email, and video with screensharing — all from a single, unified cloud-based platform.

Built for today's multi-channel world, Atlas Enterprise CX streamlines every interaction so businesses can focus on what matters most: resolving issues faster, building customer trust, and driving better outcomes at every touchpoint.

WHY ATLAS ENTERPRISE CX STANDS APART

Dedicated by Design

Every client gets their own isolated instance — not a shared environment. That means stronger security, cleaner change control, and no cross-tenant risk. Enterprise clients expect dedicated infrastructure; TitanNGN delivers it as standard.

Beyond Omnichannel: Optichannel

Most platforms connect channels. Atlas Enterprise CX connects the conversation. Optichannel allows customers and agents to switch or add channels mid-interaction without losing context — so the experience stays continuous, no matter how it evolves.

Outbound Depth Built In

Atlas Enterprise CX includes a native SIP stack with full inbound and outbound dialing — predictive dialing and skills-based routing included — as part of the core platform. No bolt-ons, no third-party dependencies.

One Platform, Every Channel

Voice, chat, SMS, email, social — managed from a single unified agent experience. No switching between tools, no fragmented data. Just one platform built for the way modern customers actually communicate.

The Enterprise Advantage

Frictionless Optichannel Interactions

- ⇒ **Match Incoming & Outgoing Calls**
Instantly link interactions for a unified experience.
- ⇒ **One Customer, One Record**
No duplicates, no fragmented data — just streamlined engagement.
- ⇒ **True Blended Efficiency**
Empower agents with full conversation history across calls, chat, and more.
- ⇒ **Role-Based Access, Smarter Savings**
Atlas Enterprise CX lets users, managers, and supervisors work from a single secure login.

Multi-Instance Hosting Model

- ⇒ **Stronger Security & Data Protection**
Each instance is fully isolated, reducing exposure to shared vulnerabilities.
- ⇒ **Tailored Deployments & Customization**
Businesses can configure their environment to meet unique operational and compliance needs.
- ⇒ **Dedicated Resources for Performance & Compliance**
Unlike shared multi-tenant models, Multi-Instance hosting enables tighter control over data governance and security standards.

AI-Powered Performance

- ⇒ **Smarter Conversations**
Real-time transcription, translation, and agent assist work together so agents always have the context and guidance they need — in any language, on any channel.
- ⇒ **Automated QA & Compliance**
AI-powered call scoring, customizable analysis, and automatic PII/PCI removal protect your business and elevate quality without adding to your team's workload.
- ⇒ **Effortless Documentation & Insights**
Call summarization and deep call analysis turn every interaction into actionable data, reducing manual effort and keeping your contact center audit-ready.
- ⇒ **Optimized Outreach & Workforce Performance**
Predictive dialing and AI-powered gamification keep agents focused, motivated, and connecting with the right customers at the right time.