



Twilio Flex is a **programmable cloud contact center platform that fits your business** rather than the other way around. Xcelerate **simplifies the deployment** of Twilio Flex by providing the agent and supervisor tools needed to support your business with **speed, agility, and efficiency**. Together they enable you to **get a head start and quickly build a cloud contact center tailored to the way you work**.

GET A DEMO TODAY

Skip the upfront development.

Maintain **complete control to customize and adapt your center**.

Get up and running **in days** with **prebuilt features & integrations**.

Save **time, effort and overhead** in call center operations and infrastructure.

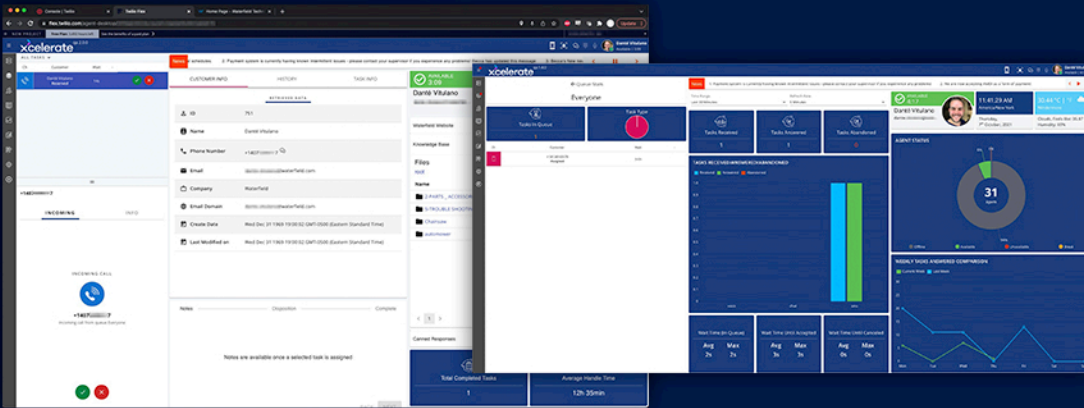
TWILIO FLEX
Base, out-of-the-box platform
Ready for developer configuration

VS





Efficiency
Deployment
Growth



VIEW CASE STUDIES

KEY FEATURES	BENEFITS
Omnichannel	<ul style="list-style-type: none"> • Blends servicing models across voice and digital (text and chat) alongside the contact center • Streamlines interactions across multiple touchpoints between customers and agents for a seamless experience. • No more browsing between applications. • Delivers personalized customer experiences all on one platform.
Single Pane of Glass	<ul style="list-style-type: none"> • Leverage salesforce.com, Hubspot or your custom CRM platform. • Seamless customer management. • Robust payload of call data passed to agents for complete insight and a custom view into customer history enabling them to converse intelligently about the customer account • One sleek view.
Customizable	<ul style="list-style-type: none"> • Clean natural path for customizing your experience on a per instance basis. • Deployable in days.

 **Waterfield Tech**

Waterfield Tech transforms customer engagement for organizations worldwide. Operating across six continents, our employees leverage a consultative, platform agnostic approach to design, build, and manage scalable, omnichannel customer experience solutions. Our breakthrough innovations in contact center technology, automation (conversational AI) and workforce engagement reduce business costs, improve customer satisfaction, and help customers deploy a smarter utilization of the human workforce. To learn more, visit waterfieldtech.com.