crexendo® VIP™ CX

The #1 Customer-Rated Cloud Contact Center Platform

Empower your team to deliver exceptional customer experiences with the Crexendo® VIP™ CX cloud-hosted CCaaS platform.



Omnichannel Contact Center

Level up with an omnichannel, cloud-hosted Contact Center as-a-Service (CCaaS) solution that releases customer service teams from being bound to a desk or physical location and enables anytime, anywhere customer service. The solution is ideal for businesses that want to seamlessly migrate from their legacy, on-premise solution to the cloud, or are just dissatisfied with their current solution and want to provide a modern omnichannel customer experience.



Providing the Same Level of Service No Matter the Channel

Crexendo®'s VIP™ CX solution is equipped with intelligent routing to ensure customers are served faster and by more productive agents, no matter what channel they connect through.

Multiple Communication Options

Crexendo®'s VIP™ CX platform offers multiple communication options to keep up with evolving customer communication preferences. Elevate your customer's experience and build brand loyalty with timely and personalized communication on the channel they prefer.

One Solution for Customer Service & Outbound Sales Teams

Crexendo®'s VIP™ CX blended contact centers unify customer service and sales teams to deliver the customer straight to the agent's desktop. Automate your campaign management and exceed your outbound goals.

crexendo®
Powered by NetSapiens®

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Crexendo® VIP™ CX Feature	CX Pro	CX Pro + Digital	CX Advanced	CX Elite
Named or Concurrent Agents	●	●	●	●
Unlimited Inbound Minutes	●	●	●	●
Unlimited US & Canada Outbound	●	●	●	●
IVR Designer	●	●	●	●
CRM Connectors for Supported CRM	●	●	●	●
Click to Call from Supported CRM	●	●	●	●
Screen Pop to Supported CRM	●	●	●	●
Audio Recording with 30 days storage	●	●	●	●
Real-Time Monitoring	●	●	●	●
Real-Time Dashboards	●	●	●	●
Historical Reports	●	●	●	●
Scheduler	●	●	●	●
Callback	●	●	●	●
Outbound Manual Dialer	●	●	●	●
Blended Agents	—	●	●	●
Web Chat	—	●	●	●
SMS	—	●	●	●
Email with Supported CRM	—	—	●	●
Social Media	—	—	●	●
Outbound Preview Dialer	—	—	●	●
Outbound Progressive Dialer	—	—	●	●
Outbound IVR Dialer	—	—	●	●
Interactive Voice Response Ports (2)	—	—	●	●
Outbound Dialer APIs	—	—	●	●
Outbound Predictive Dialer	—	—	—	●

● Included — Not Included

Optional Features

- Additional IVR Ports
- Additional Storage
- Sentiment Analysis
- Generative AI WebChat ChatBot
- Agent Screen Recording
- AI-Powered CX Quality Analytics
- Built-in Contact Database

Standard CRM Integrations

**Salesforce integration at additional monthly cost*

Got a homegrown CRM?

Crexendo® is built on a RESTful API architecture, enabling seamless integration with custom CRMs, ticketing systems, and other business tools. With the OpenAPI Specification, it offers standardized, developer-friendly access to the API, simplifying automation and enhancing workflow efficiency.

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