

# Ready for the customer contact of the future?

Meet the most powerful **customer contact platform**

**STEAM<sup>®</sup>**  
CONNECT  
empowering conversations



# Empowering Conversations:

## Discover the next generation of customer contact

Today more than ever, customers expect lightning-fast, personalized and efficient service. But how do you ensure your company consistently meets these high expectations while adapting to change and staying innovative? The answer lies in a **powerful customer contact platform** that works with you.

Meet the most advanced platform of today, designed to handle customer inquiries, streamline interactions and enhance the overall customer experience. With cutting-edge technologies including **integrated AI**, this platform provides all the tools you need to reach your customers at the right moment—whether inbound or outbound, with the right message and through the right channel. Whether the interaction is personal or via chat, the possibilities are endless.

In this brochure, you'll discover how the Steam-connect platform can revolutionize your customer service and add measurable value to your organization. Think shorter wait times, deeper insights into customer behavior and a seamless customer journey—each an essential element in building sustainable and valuable customer relationships.

Curious how this works in practice? Get inspired by the power of a future-proof customer contact platform that connects with every customer at any moment through any channel.

**We Empower Conversations.**





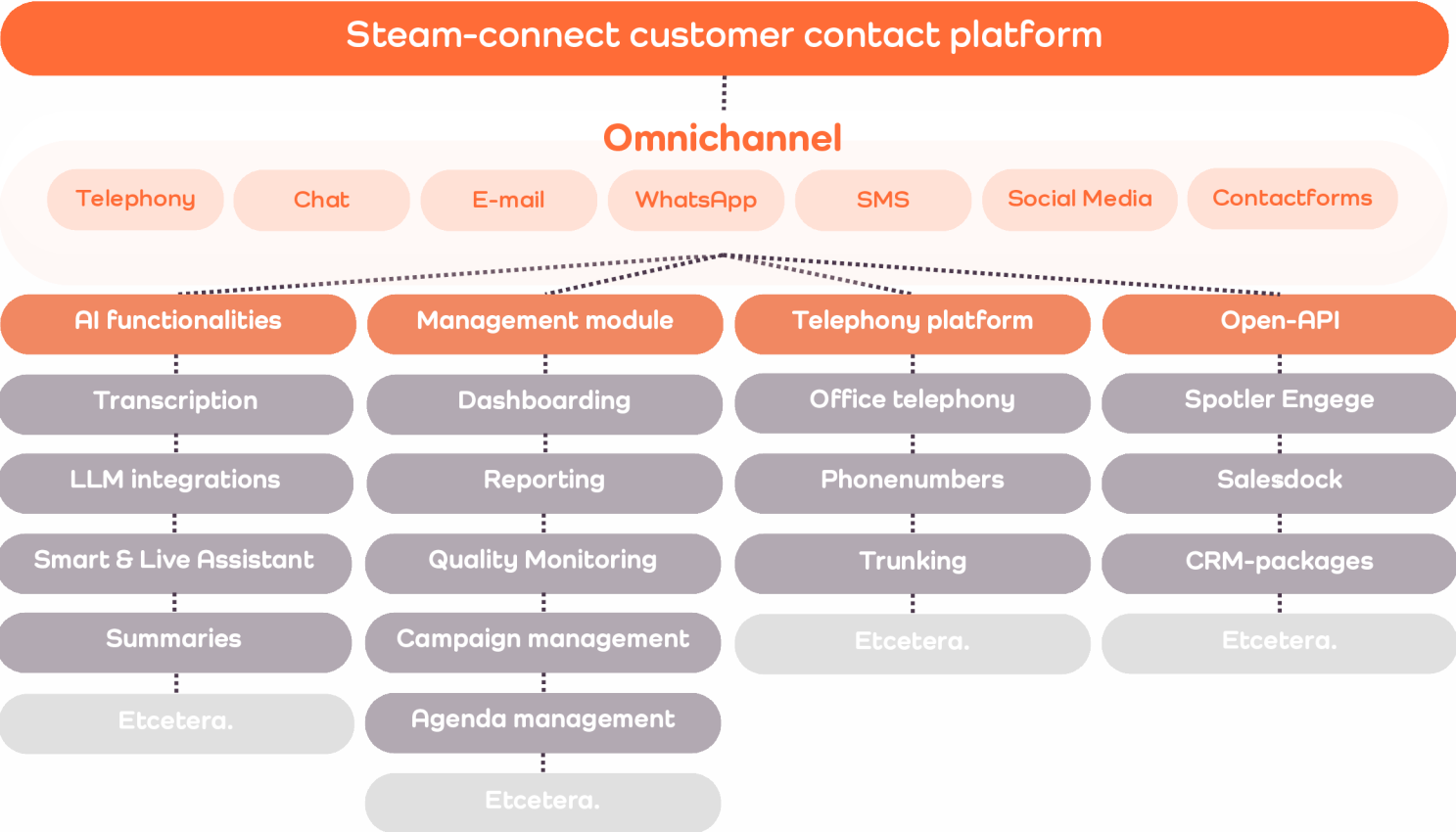
# Discover Steam-connect

Just like you use Exact Online for your financial administration and HubSpot for your CRM, you use Steam-connect for all your customer interactions.

With Steam-connect, you have one simple platform where all your communication channels come together. Whether your customer wants to call, email, chat, WhatsApp, or DM you via social media, everything arrives on a single platform. This way, your customer decides how they want to reach you.

The result? Improved user experience, accessibility, insights, and customers get the attention they deserve.

**We Empower Conversations.**



## CCAAS & UCAAS

### In a nutshell:

- Inbound calling
- Outbound calling
- Chat
- WhatsApp
- E-mail
- SMS
- Social Media
- Contactforms
- Telephony platform
- Office telephony

### The only one worldwide

Our **CCaaS (Contact Center as a Service)** brings all customer contact channels together in one clear system, allowing you to manage interactions efficiently. At the same time, our **UCaaS (Unified Communications as a Service)** ensures that you integrate not just customer contact but also office telephony.

We are the **only company in the world** that fully owns and operates both of these powerful cloud solutions.





# Omnichannel reimaged

At Steam-connect, we streamline all customer interactions within a single platform. No matter which channel your customer uses, you stay in control and respond instantly.

No separate tools or scattered data—your team works in one central environment that automatically manages customer interactions.

## Powerful engine

Every message or phone call is automatically received in the Steam-connect platform. This gives you full control over every interaction, makes it easy to follow up on customer contact, and ensures a consistent customer experience.


The system proactively presents customer interactions, so your employees never miss a touchpoint. Plus, it allows handling **multiple interactions simultaneously**—boosting efficiency.



Thanks to our powerful engine, the seamless interaction of all customer contacts runs like a well-oiled machine. This allows you to respond to inquiries instantly, follow up on leads effortlessly, handle complaints effectively, and close sales with ease.

## Omnichannel platform

### In a nutshell:

-  Inbound calling
-  Outbound calling
-  Chat
-  WhatsApp
-  E-mail
-  SMS
-  Social Media
-  Contactforms

## A future-proof solution

Our platform is equipped with innovative AI and the latest technologies. Steam-connect seamlessly adapts to your needs.

You are at the center and set the course, allowing you to seize every opportunity—today and in the future.





# Personal customer contact has never been this easy.

Make an impact with our advanced inbound telephony module. Steam-connect empowers your employees to handle every call effortlessly. The result? Satisfied customers who are helped with a smile and employees who enjoy their work.

Our inbound contact center features make your customer service significantly smarter. With **Interactive Voice Response (IVR)** and **skill-based routing**, incoming calls are automatically directed to the right employee—boosting both efficiency and customer satisfaction.

Long wait times can lead to frustration and missed opportunities. Quickly and effectively handling customer inquiries is essential to maintaining satisfaction. Thanks to our smart technology, it's easier than ever before.



## Optimize your capabilities

Use our **scheduling module** to deploy the right employees at the right time. Facing a sudden spike in calls?

**The overflow queue** kicks in to reduce wait times for customers. Plus, queue prioritization ensures that important clients get immediate attention.

## Every interaction at your fingertips

Imagine a customer asking a question via WhatsApp and calling later in the week with a follow-up. In Steam-connect, you instantly see the **entire conversation history**, including all notes and updates. No hassle with separate tools or scattered files. This allows you to pick up the conversation seamlessly, making the customer feel truly helped. At the same time, all customer information stays up-to-date and centrally stored.

## Inbound telephony

### In a nutshell:

- ▲ Smart call routing
- ▲ Scheduling module
- ▲ Call recording & live monitoring
- ▲ Advanced IVR
- ▲ Record transfer
- ▲ Reports
- ▲ Queue prioritization
- ▲ Inbound matching
- ▲ (Inter)national phone numbers
- ▲ Callback IVR
- ▲ Overflow queues
- ▲ Call blending

## Personal customer interaction

Despite the rapid rise of digital solutions, many people still prefer speaking with a real employee. Human interaction builds trust, provides empathy, and leads to quicker, more effective solutions.





# Outbound made easy: more interactions, greater results

Effective outbound activities require a combination of well-planned strategies and a powerful platform to proactively engage customers and prospects. Successful campaigns start with clear goals and audience segmentation. Features like our **advanced dialers**, **smart scripting**, and **voicemail detection** help your team work more efficiently while ensuring consistent, personalized conversations. Data analysis and feedback collection are essential for monitoring performance and continuously improving campaigns.

Our smart tools—including **callback & appointment scheduling**, **mail merges**, and **call history**—streamline workflows and create a seamless customer experience. Effective follow-up strategies increase success rates, maximize conversions, and boost customer satisfaction, making your outbound efforts a valuable asset to overall business performance.

Our outbound telephony module is ideal for various business cases, such as proactive customer service, sales campaigns, appointment scheduling, and customer satisfaction surveys.

## Choose the calling method that suits you

Steam-connect offers different dialers for every situation. Our **Auto Dialer** calls automatically, making it perfect for large lead lists. The **Preview Dialer** gives you more control, allowing employees to decide when to place a call. The **Power Dialer** takes it a step further—dialing multiple numbers at once and automatically connecting an answered call to an available agent.



## Outbound telephony

### In a nutshell:

- ▲ Smart scripting
- ▲ Appointment scheduling
- ▲ Callback scheduling
- ▲ Time tracking
- ▲ Call history
- ▲ Scoreboards
- ▲ Mail merges
- ▲ Power, preview & auto dialer
- ▲ Email, IBAN & postal code checker
- ▲ Salesdock integration
- ▲ Automatic deduplication

## Hosted in Europe

At Steam-connect, security comes first. That's why we host all your data in Europe, ensuring your customer information meets the strictest European privacy and security standards. This guarantees a reliable, fast, and secure infrastructure while ensuring compliance with local regulations.





# Gen Z's favourite channel

Chat has become an essential customer contact channel—and for good reason. It's widely used, and customers get quick answers. When implemented correctly, it can significantly enhance the customer experience. Steam-connect helps you make the most of it.

Embed the **chat widget** on your website or within a customer portal and handle incoming inquiries directly through Steam-connect. You can place different chat widgets on various pages of your website, ensuring the right flow is available at the right moment. And with our **advanced Virtual Agents**, your employees have more time to focus on complex issues.



## Live chat

### In a nutshell:

- ▲ Fully in your own branding
- ▲ Set up your own chat flows
- ▲ Send photos & documents
- ▲ Ready-to-use chat widget
- ▲ API requests
- ▲ Unlimited chat channels

### Live chat is extremely popular

Did you know that 42% of internet users expect a chat function on a website? On mobile, that number rises to 50%!

A staggering 46% of customers prefer live chat over other channels—compared to just 29% for email and 16% for social media.

That sounds like more than enough reason to ensure your business is easily reachable via chat!





# Always available with WhatsApp Business

WhatsApp has become one of the most important customer contact channels today. With billions of users worldwide, the platform is an essential part of how we communicate. Customers expect to reach you through their favorite channel—WhatsApp. That's why WhatsApp Business is a must-have in your Steam-connect environment!

With the **WhatsApp Business API** and template-based messaging, you can easily integrate WhatsApp into your existing customer contact strategy—complete with all the benefits you expect from Steam-connect.

## Template-based messages:

Use pre-approved templates for order confirmations, reminders, and updates. These templates ensure consistent, efficient, and professional communication.

## Reliable and secure communication:

WhatsApp for Business meets all privacy and data protection requirements, keeping your customer information safe.



## In a nutshell:

- ▲ Automatic conversation windows
- ▲ Templates
- ▲ Send outbound messages
- ▲ Closed-hours notifications

## Meta Tech Provider

All integrations with WhatsApp Business go through official Meta/Facebook channels. This ensures you benefit from a robust infrastructure and regular updates in security and functionality, resulting in a stable and secure communication solution.

As an official Meta Tech Provider, Steam-connect offers extra reliability and quality, enabling seamless integration of new features and improvements—keeping your communication efficient, secure, and up to date.





# Manage your **e-mail** like never before

## Raise your customer satisfaction

Respond to incoming emails as quickly as live conversations and exceed customer expectations!

With Steam-connect, you can effortlessly manage emails from general inboxes like info@, sales@, support@, or admin@.

Just like any other customer interaction, these emails appear directly for an available employee, ensuring fast and efficient responses.

Leverage **AI assistance** and predefined responses to **provide instant and relevant replies**—boosting processing speed and efficiency.

The **email timeline** gives you a clear overview of past conversations, helping you stay organized and enhance the customer experience.

## E-mail

### In a nutshell:

- ▲ Standard responses
- ▲ Email timeline
- ▲ Time tracking
- ▲ No cherrypicking
- ▲ Mail merges
- ▲ Send emails on behalf of the customer
- ▲ Urgency marking
- ▲ Email routing
- ▲ Import configuration per folder
- ▲ AI assistance

### Easy wins

If you can respond to emails as quickly as a live conversation, it has a huge positive impact on the user experience (UX), strengthens your brand reputation, and gives you a clear competitive advantage.





# No professional website should go without **contactforms**

With the contact form module in Steam-connect, you can effortlessly collect data from leads and interested prospects. Easily embed forms on your website or in an email, making it simple for prospects to sign up. Link each contact form to your campaign, project, and contact database. All data is automatically stored in the right place, allowing for faster follow-ups and better results.

Customize the **look and feel** to match your branding. Add fields, make them **mandatory**, and decide what happens when someone clicks "Submit." For example, trigger an **automatic email** to the provided contact details or create a new contact moment in Steam-connect.

With contact form reporting, you can track exactly how many forms have been submitted, which fields were used, and how often the form was completed—helpful for ensuring everything runs smoothly.

## Quick action

It doesn't get any warmer than this! All submitted forms instantly appear for an available employee, allowing you to respond in no time. A faster response boosts customer satisfaction and increases the chances of a successful deal.

## The webforms of Steam-connect

Create a new form in just a few clicks, test it with the preview function, and publish instantly. In no time, you're ready to generate leads or gather valuable customer feedback. Of course, everything is GDPR-compliant and fully integrated with your Steam-connect environment.

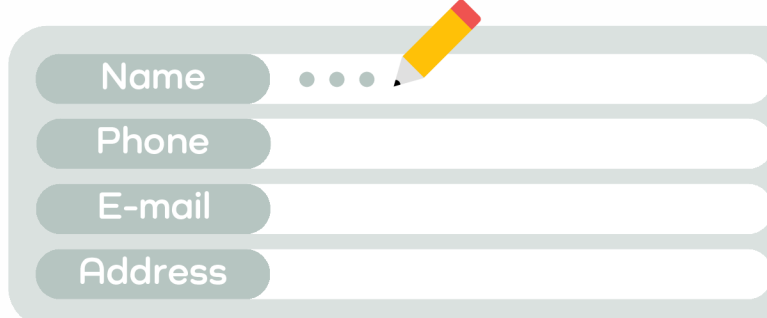
## Contactforms

### In a nutshell:

- ▲ Increased response speed
- ▲ Automated follow-ups
- ▲ Consistent data in one clear overview
- ▲ Channel-specific personalization
- ▲ Easy reporting
- ▲ Save time and costs

### Be there or be

It doesn't matter how many forms you create—easily place them in different locations. This way, you're always where your customers are!

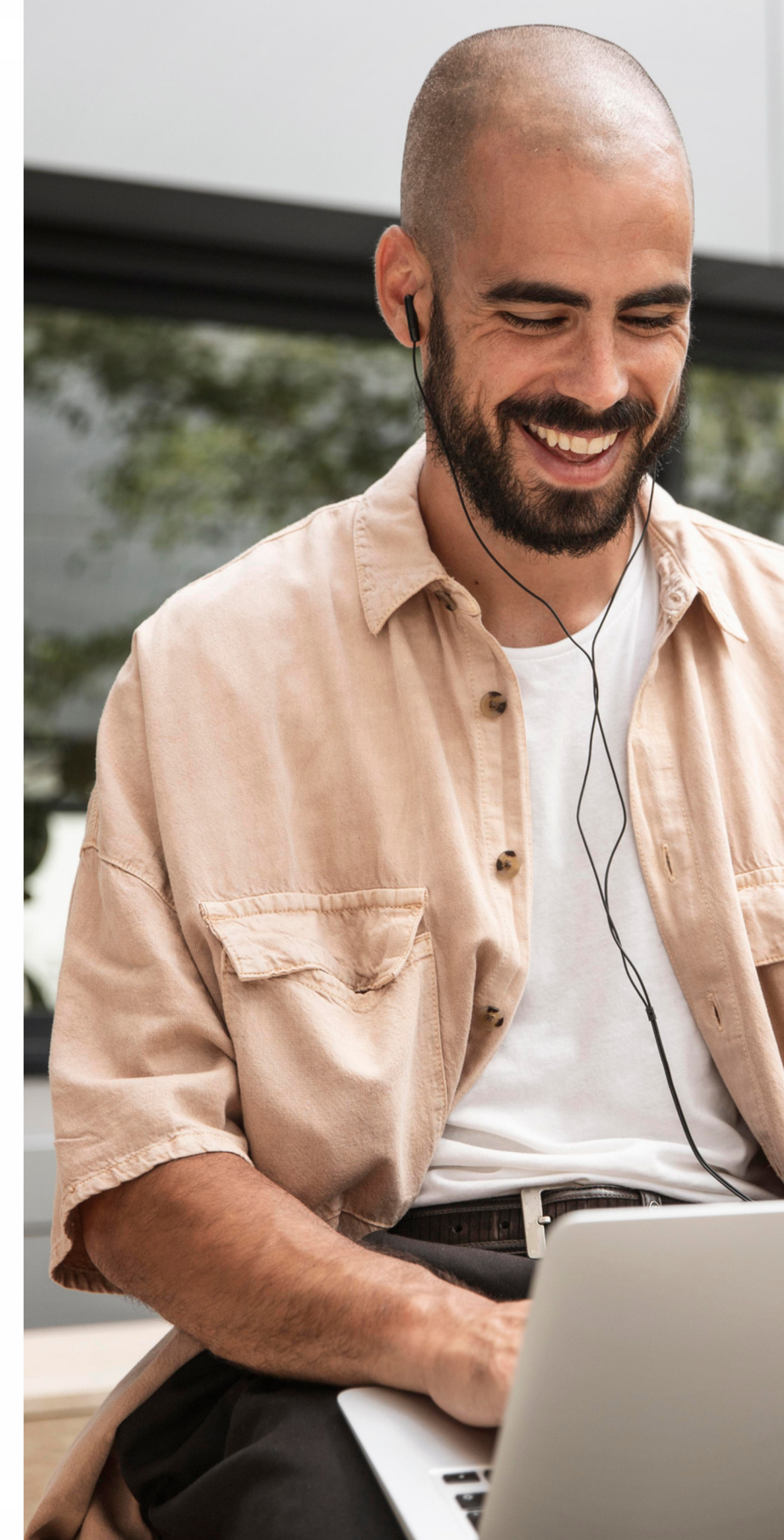


Name

Phone

E-mail

Address





# Comment, like, DM – Make every interaction count

Facebook, X, Instagram, Google Reviews... In today's world, there are more channels than ever to connect with your audience. Whether customers ask questions via DM, post a public complaint, or leave a review on Google, you can respond instantly and in a structured way.

Customers expect fast responses on social media. Thanks to our **full integration of Spotler Engage** in Steam-connect, you can reply in real-time, ensuring no important messages go unnoticed.








Social media is public and visible to everyone. A quick, positive interaction in the comments or DMs instantly builds trust in your brand.

By using the Spotler Engage platform, you also gain direct access to tools for managing and launching social media campaigns. Want to learn more about Spotler Engage's services? Get in touch with us!

X Instagram facebook Google

## Social media

### In a nutshell:

-  Facebook
-  X (Twitter)
-  Instagram
-  Google Reviews
-  Webcare
-  Planning & publishing
-  Monitoring







## Next-level quality monitoring

### More efficiency, maximum insights

With Steam-connect's Quality Monitoring Module, you ensure not only the quality but also the compliance of every customer interaction across all channels.

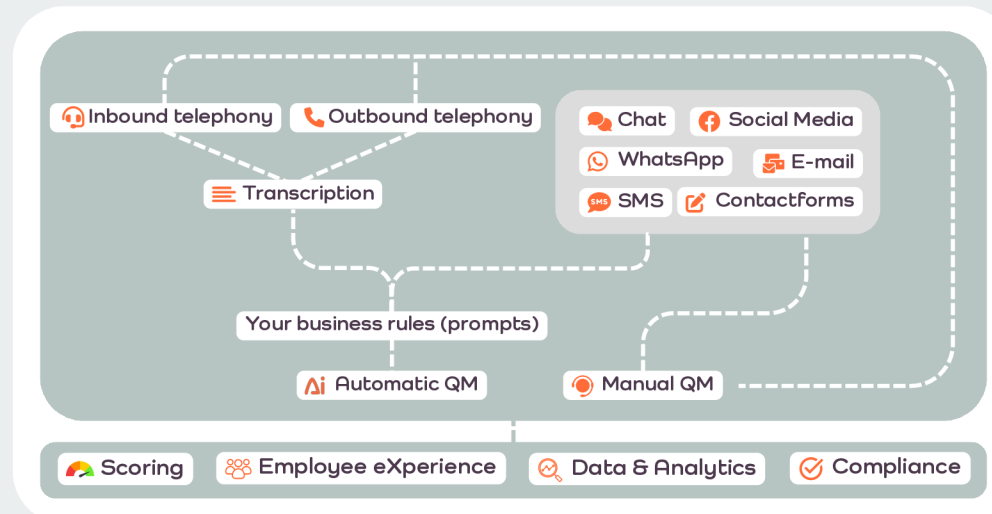
You have full control over how interactions are evaluated, allowing you to set custom rules, questions, and assessment criteria. These can be easily linked to campaigns, projects, result codes, departments, and individual employees—giving you the right insights at the right time.

By consistently monitoring and evaluating conversations, you quickly identify areas for improvement, support employee development, and ensure compliance with both internal and external guidelines.

Move beyond random quality checks. With Steam-connect's quality monitoring, you can assess every conversation against clear standards.

Thanks to its flexible setup, the module seamlessly integrates with your workflows and processes. This not only boosts efficiency but also elevates customer satisfaction and overall performance within your organization.

**More insight, better service, optimal compliance.**



## Transcribe all conversations

NEW!

Automate and manage call recordings with Steam-connect's **Transcription Module**—without relying on external parties.

Decide which conversations get transcribed using **smart triggers**, securely process everything on your own servers, and maintain full control over your data.

With **automatic speaker recognition** and **real-time queue management**, you gain instant insight into ongoing and completed transcriptions. Effortlessly comply with **GDPR regulations** using **built-in anonymization** and easily reprocess transcripts when needed.

### In a nutshell:

- Automatic transcriptions
- Processing on own servers
- Configuration wizard
- Manual score adjustment
- Clear queue overview
- Predefined templates





# Ready for the future with advanced AI functionalities

AI is now an essential part of Steam-connect. Take advantage of cutting-edge technologies, including:

- **AI Text Enhancer:** Refine your texts with smart suggestions for clear and consistent communication.
- **Keyword Extraction:** Instantly capture key insights from customer feedback to drive improvements.
- **Troubleshooting Guide:** Identify and resolve potential process bottlenecks efficiently.
- **Sentiment Analysis:** Understand the emotions behind customer responses for better engagement.
- **Text Classification, Address- & Data Extraction:** Organize and process data seamlessly for quick access to vital information.

These and many more AI-powered features make Steam-connect a highly future-proof tool.

Quality Monitoring	Speech to Text	Troubleshooting Guide
Virtual Assistant	AI Text Enhancer	Text Classification
Keyword Extraction	Feedback Collection	Sentiment Analysis
Summaries	Data Extraction	Address Extraction



## Live Assistant

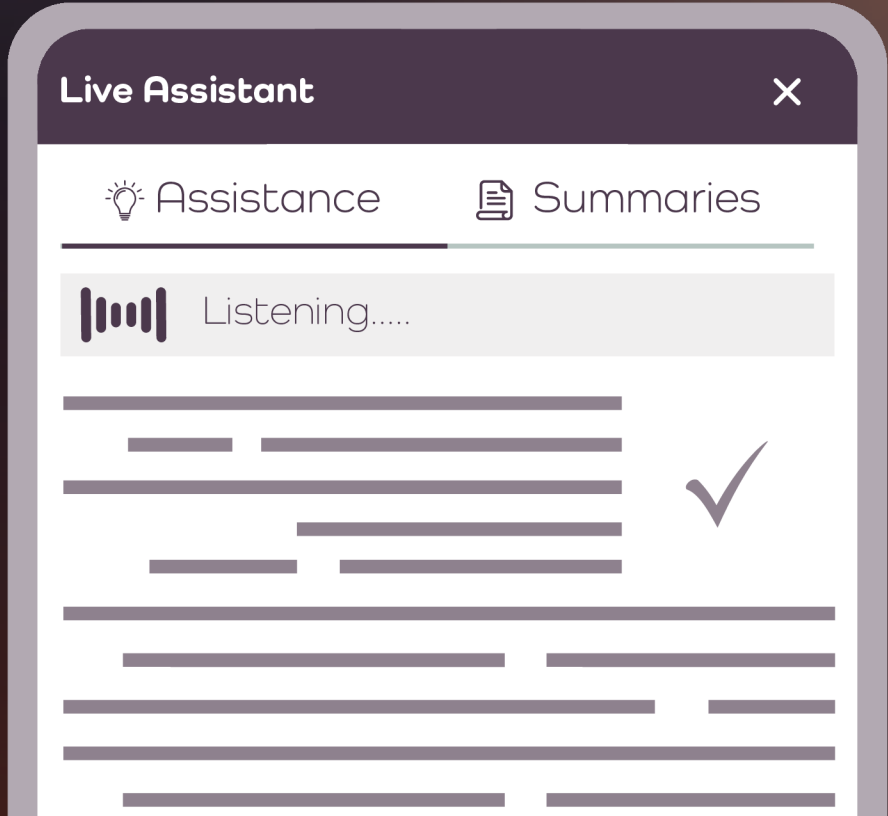
Our Live Assistant works at lightning speed, providing real-time support during every phone call. The AI instantly converts speech to text and analyzes it in the background. Based on predefined prompts, you receive suggestions tailored to your campaign goals.

All of this happens in a clear panel within the agent’s screen. Once the call ends, an automatic summary appears, highlighting key points, customer questions, and follow-up actions. You can copy, edit, or save the text instantly, significantly streamlining your workflow.

Technically, the Live Assistant operates using a real-time transcription engine. However, audio never enters the system—only textual input is processed. This ensures privacy and keeps sensitive data protected. AI guidance is driven by configurable prompts, allowing you to fine-tune settings per campaign. Think of specific conversation goals or compliance guidelines that need to be monitored.

Need to disable the system for a particular campaign? No problem. You decide per campaign whether to use the Live Assistant, keeping the solution flexible and scalable.

With the Live Assistant, you enhance the quality and speed of every customer interaction. Employees work more efficiently, errors decrease, and customer satisfaction rises. In short, a powerful addition to the Steam-connect platform that benefits both your team and your customers instantly.





# All your integrations connected through our powerful **Open-API**

In addition to standard integrations with platforms like Spotler Engage and Salesdock, we've developed a powerful open API. This API allows you to seamlessly connect Steam-connect with your own systems, regardless of complexity or specific organizational requirements.





# Everything for a great ~~Customer~~ **Employee eXperience**

## More fulfillment through smarter efficiency

A satisfied and well-supported employee performs better—and that's exactly what Steam-connect delivers. With an intuitive interface, smart automation, and real-time monitoring, we make employees' work simpler and more efficient. No unnecessary menus or complex actions—just a platform that helps them seamlessly switch between different customer contact channels.

Thanks to the **Smart Assistant** and **Live Assistant**, employees gain faster access to the right information. This makes their work easier and more engaging, allowing them to focus more on customer interactions while spending less time on administration—ensuring their full attention is on the customer.

With **detailed work logs** and **precise time tracking**, both employees and managers always have clear insight into hours worked and performance. AI-powered summaries, sentiment analysis, and automatic translations help employees respond to customer inquiries faster and smarter. This reduces stress while boosting productivity and efficiency.

“Customers will never love a company until  
the employees love it first.”

- Simon Sinek, Author

## Employee eXperience

### In a nutshell:

- ▲ Smart routing
- ▲ Scoreboard
- ▲ AI support
- ▲ Work logs & time tracking
- ▲ Intuitive interface
- ▲ Smart automations

### More enjoyment in work

Employees feel continuously supported and coached, boosting their confidence, encouraging professional growth, and creating a positive work environment.

With an intuitive interface and smart automation, less time is spent on repetitive tasks, leaving more room for personal interaction and customer-focused solutions. This not only makes customer contact more efficient and organized but also enhances job satisfaction and enjoyment in daily work.





# Transparent service deserves a transparent price.

## Telephony suite

Minimum of 3 seats

**€99.00** per user/ month

With the Steam-connect Telephony suite, you can manage all your incoming and outgoing calls in one powerful platform.

### Including:

- ▲ Inbound telephony
- ▲ Outbound telefonie
- ▲ AI-functionalities
- ▲ Quality Monitoring module
- ▲ PBX
- ▲ OpenAPI
- ▲ Multiple dialers
- ▲ Reports
- ▲ Dashboarding

### Support:

- ▲ Including support
- ▲ Including emergency service outside opening hours

€94.00 per month when billed annually.

## Omnichannel suite

Most popular

Minimum of 3 seats

**€129.00** per user/ month

With the Steam-connect Omnichannel suite, you can manage all your channels in one powerful platform.

### Including:

- ▲ Inbound telephony
- ▲ Outbound telefonie
- ▲ AI-functionalities
- ▲ Quality Monitoring module
- ▲ PBX
- ▲ OpenAPI
- ▲ Multiple dialers
- ▲ Reports
- ▲ Dashboarding
- ▲ Chat
- ▲ E-mail
- ▲ WhatsApp
- ▲ Social Media Integration
- ▲ Webforms
- ▲ SMS

### Support:

- ▲ Including support
- ▲ Including emergency service outside opening hours

€119.00 per month when billed annually.

## Enterprise suite

## Customized services, tailored to your needs

The same as the Steam-connect Omnichannel Suite, but with customized services.

### Including:

The whole Omnichannel suite and:

- ▲ Priority support
- ▲ Dedicated account manager

With optional services like:

- ▲ Dedicated support specialist
- ▲ Custom-made reporting
- ▲ Custom-made dashboarding
- ▲ Data warehouse management

Get in touch



Conversation intelligence  
**Free to use**  
for all plans

### Including:

- ▲ Summaries
- ▲ Live assistant
- ▲ Smart assistant
- ▲ Text enhancer
- ▲ Keyword extraction
- ▲ Feedback collection
- ▲ Sentiment analysis
- ▲ Troubleshooting guide
- ▲ Topic extraction



Leading companies trust Steam-connect  
every day

**SociaalPlus**  
MET AFSTAND DE BESTE

  
**Financieel Fit**

**DC Klinieken**

  
**dpgmedia**

 **offerte.nl**

  
**WELZORG**

**RIENDEN  
LOTERIJ**

**LEAD** Development  
Company

**soleo**

**vodafone**  **Ziggo**

 **Schiphol**  
Amsterdam Airport

**10 TELECOM**

 **kpn**

 **luminus**

**connexxion** 

**concentrix**

**SCORITO**

  
**TCMS**



A stylized world map in a light orange color. Darker orange location pins are placed on the map, indicating active regions in North America, South America, Europe, Africa, and Asia.

Steam-connect: Your customer  
contact partner, **wherever you are**

ACTIVE IN  
**18**  
COUNTRIES

MONTHLY  
**20.000**  
USERS

MORE THAN  
**150.000.000**  
INTERACTIONS

WE HAVE OVER  
**50**  
TEAMMEMBERS





empowering conversations

## READY FOR THE NEXT GENERATION OF CUSTOMER CONTACT?

Discover the possibilities of Steam-connect.  
Book a demo today!

☎ +3120 719 2333  
✉ [sales@steam-connect.com](mailto:sales@steam-connect.com)  
🌐 [www.steam-connect.com](http://www.steam-connect.com)

We are ready for you!



**Office Netherlands**  
Parallelweg 96  
1948 NM Beverwijk  
+31 20 719 23 33  
[sales@steam-connect.com](mailto:sales@steam-connect.com)  
KvK 61713244

**Office Germany**  
Rutherford 111  
D-52072 Aachen  
+49-241-958 740 20  
Amtsgericht Aachen –  
HRB 25781  
USt-Identnr. DE280250310

**Office Morocco**  
Avenue Youssef Ibn  
Tachfine Immeuble Ibn  
Batouta, Local B3.03  
90000 Tangier

