



SPICEX INTEGRATION SUITE SPOTLIGHT

Integrated Video Conferencing Solutions

SpiceX is integrated with most major Video Conference solutions. Regardless of which platform your team meets on, they can access their calendar, start or manage meetings, and more using the SpiceX Customer Engagement Hub.



GoToMeeting



Google Meet

Video Enabled CRM and Agent Scripting

SpiceX agent guided workflows are built inside our Process Editor, a low-code visual design studio.

The drag-and-drop interface enables process that automatically start/join meetings, allow agents to manage their Meetings, and more!



Automate Meeting Tasks

SpiceX Automations can be launched from processes; on a schedule, or when preconfigured conditions in the CRM are met; to create, delete, schedule, and import data from meetings.



View Scheduled Meetings

Display an agent's Meetings right in the processes that require seeing a schedule. Or create a persistent schedule view. Whichever you chose, agents can manage their meetings directly from SpiceX.



Create Meetings

Schedule meetings directly within the CRM. Define certain processes that create meetings, or enable agents to create ad-hoc meetings at the press of a button.



Delete Meetings

Allow agents to delete meetings when it's appropriate to do so. Use SpiceX processes to create governing rules on when meetings can be deleted, or define next steps.



CRM Data

Meeting information can be logged in the CRM providing more data for analytics or to drive additional next-step workflows.



Update Meeting

Allow agents to update meetings from the CRM or certain processes. Put additional steps in place before or after changing meeting details.