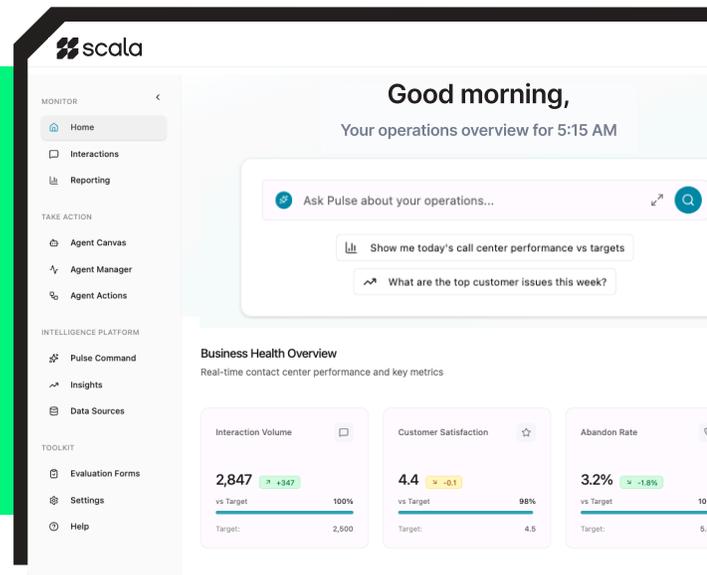


THE FUTURE OF INTELLIGENT OPERATIONS FOR MODERN CONTACT CENTERS.



Lead With Clarity. Not Guesswork.

Contact centers and CX teams are stuck in the same old maze: disconnected systems, scattered data, and no real way to figure out why problems keep happening. The work never stops, but control can't keep up.

→ Leaders know something's off but they just can't see clearly enough to fix it.

Fragment Systems. Fragmented Insight.

Most CX leaders are stuck managing disconnected systems, where critical context slips through the cracks. Instead of solving problems, teams waste time piecing together fragmented data. By the time issues surface, customers already feel the impact.

→ Fixes tend to be reactive, short-term, and fail to address the bigger picture.

Meet Scala: Intelligence That Transforms How Ops Works

Scala is an AI platform built with one goal in mind - making life easier for fast-paced, high-volume contact center and operations teams.

Instead of wrestling with scattered tools and siloed data, SCALA unifies everything - customer and agent conversations, system data, workflows, and performance signals - all in one place. No more scrambling between dashboards or guessing at root causes.

→ **Scala gives operators the clarity and control they need to direct intelligence across the business.**



Stop Reacting. Start Directing.



See clearly

Stop breakdowns across channels, teams, and workflows before customers or the business take a hit.



Diagnose what matters

Go deeper than dashboards. Pinpoint what's really causing issues and where to focus your team's energy.



Act with confidence

Turn insight into action across people, processes, and automation, all in one operator-friendly platform.



Explore the platform:
sales@scala.ai

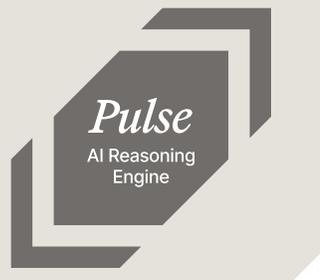
CLARITY CHANGES EVERYTHING

Scala is the AI platform that brings clarity to complexity, so you can plan smarter, act faster, and keep everyone aligned. With intelligence driving decisions, teams stop reacting and start building with lasting momentum.

The Scala Platform:

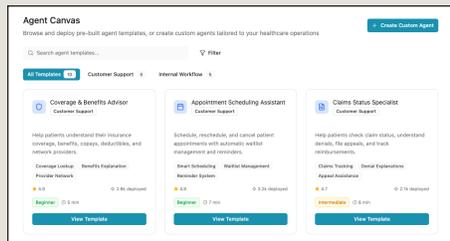
Pulse

Your intelligent operations engine. It unifies systems and data, watches what's happening, and suggests next steps.



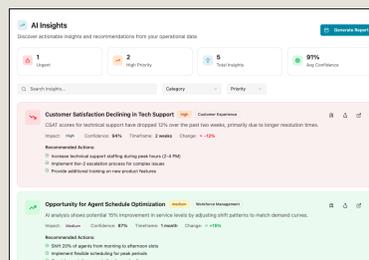
Agent Canvas

Easily design, launch, and manage AI agents across both customer-facing and internal workflows.



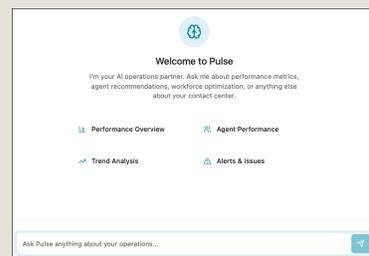
Performance Intelligence

Measure the impact of both humans and AI in your ops and use those insights to continuously improve.



Pulse Assist

Your strategic sidekick. Helps you plan, predict, simulate, and execute initiatives faster and smarter.



Why World-Class Operators Are Choosing Scala

- ➔ *One clear view of the whole operation*
- ➔ *Early warnings before problems blow up*
- ➔ *Root cause insights, not surface-level reports*
- ➔ *Closed loop execution from insight to action*
- ➔ *Measurable results in weeks, not months*

“When leaders manage with intelligence, execution moves faster - and smarter.”



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