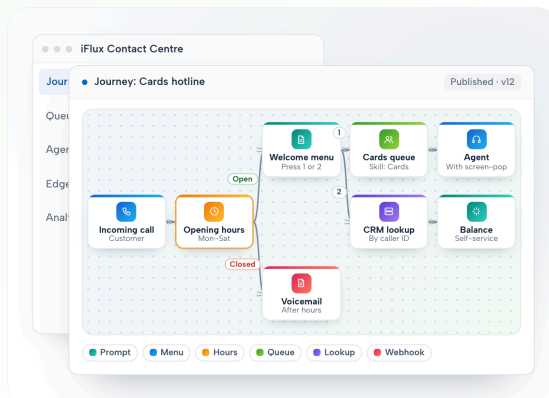




# iFlux Contact Centre

An AI-ready contact centre that runs entirely on your infrastructure.

Telephony, intelligent routing, a visual flow designer, a browser agent workspace and call recording in one package, even on a single box. Deploy on-premise or in your own cloud, with no per-minute charge and every conversation under your control.



✓ Single box with recording

✓ No per-minute charge

✓ Visual flow designer

✓ Historical reports with drill-down

✓ On-premise or your own cloud

4

Routing strategies

9

Report families

1,000 rows under  
1 s

Report speed

Single box with  
recording, or  
distributed

Deployment

## What iFlux Contact Centre does for you

### Orchestrate every journey

A drag-and-drop flow designer for prompts, menus, business hours, queues, lookups and webhooks. Change a customer journey in minutes without a change request.

Visual flow designer

Business-hours routing

Webhooks and lookups

### Route with intelligence

Skills-based queueing with four strategies, SLA targets, overflow and announcements. Membership self-heals so the queue is always right.

Skills-based routing

SLA and overflow

Self-healing queues

### Empower agents anywhere

A browser softphone with hold, transfer, conference, break codes and CRM screen-pop. Nothing to install, and the same workspace inside your collaboration client.

Browser workspace

CRM screen-pop

Works in collaboration apps

### Secure and self-contained

A built-in session border controller, intrusion prevention and a node-control API for certificates, backups and firewall. A single box runs the contact centre and iFlux Recorder together for small and medium contact centres, and the distributed design adds multi-site resilience.

Built-in SBC

Single box with recording

Pilot to multi-site

## Historical reports with drill-down

The Analytics section of the admin console shows the customer experience across the whole centre for any period, then drills into a queue, a team, an agent and the individual call, with the recording one click away. Service level, waiting time, abandoned calls and handling time are shown at every level.

Analytics in the admin console

Centre to call in four clicks

Recording one click away

## Works with what you run

Any SIP trunk or carrier

WebRTC browsers and collaboration clients

Analog gateways

CRM and ticketing via REST and events

Any recorder via standards-based recording

SAN, NAS or SFTP archives

## Specifications

|                    |                                                |
|--------------------|------------------------------------------------|
| Routing strategies | 4                                              |
| Report families    | 9                                              |
| Report speed       | 1,000 rows under 1 s                           |
| Deployment         | Single box with recording, or distributed      |
| Deployment model   | On-premise, air-gapped or bring your own cloud |
| Installation       | Signed, offline installer                      |

## Where iFlux Contact Centre makes the difference

### Replace per-minute cloud telephony with a contact centre you own

Cloud contact-centre bills grow with every minute and every seat, and the recordings live in the vendor's region.

#### OUTCOME

Predictable cost, in-country data, no vendor region.

### Launch a new customer journey in a morning

Changing an IVR means a change request to the telephony vendor and a wait measured in weeks.

#### OUTCOME

Hours instead of weeks for every change.

### Agents in the office, at home and inside the collaboration client

Softphone installs, VPNs and separate collaboration tools slow onboarding and split the agent's desk.

#### OUTCOME

Same-day onboarding, one desk for every agent.

## See iFlux Contact Centre on your own infrastructure.

Book a demo, or ask our product team for the architecture pack and a sizing.

[corecx.ai](https://corecx.ai)

[contact@corecx.ai](mailto:contact@corecx.ai)

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