

One login. One history.

SipPulse BCW brings telephony, contact center, WhatsApp, video, chat and IVR into a single application, with one record per person and one history. Use it in your own operation or offer it to your customers, each company isolated and with its own brand.

One application

phone, service, WhatsApp, video and chat

In the browser

WebRTC, Android and iOS app

No-code IVR

FLOW, the visual editor

Multi-tenant

isolation and own brand

THE CHALLENGE

One system for every task

● Five systems, five logins

Separate PBX, call center, recording, video and chat: every new agent becomes a project across several systems.

● The customer in pieces

The call in one system, the conversation in another, the recording in a third. Integration syncs data; it does not create one history.

● Every channel, one more vendor

WhatsApp or video usually arrive as one more contract and one more integration to maintain.

THE SOLUTION

How SipPulse BCW solves it

One person, one record

A user comes with an extension and is the same person in the service queue, in meetings and on WhatsApp. The team panel shows everyone in real time: one click calls, opens a chat or starts a video call.

A complete contact center

Queues with automatic distribution (longest idle agent, ring all or random), teams, breaks with reasons, wrap-up codes and CSAT surveys. Agents answer in the browser, with the queue and protocol on screen.

IVR and flows with no coding

FLOW designs the IVR in blocks: business hours, greeting, menu and queues. The people who run it change the flow, without waiting for development.

Supervision and history

Live supervision (agents, breaks, customers waiting, average wait and handling time), reports by queue and agent, recordings in one place and AI transcripts split by speaker.

DIFFERENTIATORS

Why SipPulse BCW

1 Growing is switching on a feature

Telephony, customer service, WhatsApp, video, IVR and the mobile app are workspace features, not contracts with other vendors.

2 Ready to resell

Native multi-tenancy: dozens of companies on the same infrastructure, with full isolation, customization and white-label.

3 Scale where demand grows

Phone, Video and WhatsApp engines scale independently, without oversizing the whole platform.

4 From the SIP edge to billing

Native integration with SipPulse SBC, SoftSwitch, CPA and BSS, from a single vendor.

WHO IT IS FOR

One workspace, three uses

UCaaS

Company communication

Extensions, chat, video and the team panel for everyone, in the browser and on the phone.

CCaaS

Contact center

Queues, agents, supervision, recording, wrap-up codes and WhatsApp in the service operation.

Resale

Carriers and providers

Offer UCaaS and CCaaS to your customers, each one isolated and with its own brand.

FEATURES

What comes with BCW

Telephony (HPBX)

- Extensions, trunks and numbers
- Dial plans
- Transfer and conference
- Call recording
- Browser softphone (WebRTC)
- SIP desk phones

Automation (FLOW)

- Low-code / no-code IVR
- Business hours
- Menus, messages and queues in the flow
- Recording in the flow

Contact center (SAC)

- Multi-server clustered queues
- Automatic call distribution
- Teams and breaks with reasons
- Wrap-up codes
- CSAT surveys
- Real-time supervision

Management and history

- Home: timeline, notes, calendar, contacts
- Team panel: presence
- Recordings in one place
- AI transcripts
- Reports by queue and agent (CSV)

Channels

- WhatsApp in the service queues
- Video meetings with screen and recording
- Team chat with history
- Android and iOS app

Platform

- Multi-tenant and white-label
- Isolated workspaces
- Engines that scale separately
- RESTful APIs
- CRM integration

TECHNICAL

Specifications

Platform	BCW · Business Communication Workspace
Workspace features	Telephony (HPBX), customer service (SAC), WhatsApp, video, IVR (FLOW), mobile app
Access	Browser (WebRTC), Android, iOS and SIP phones
Codecs	OPUS and AMR
Call distribution	Longest idle agent, ring all or random
Architecture	Multi-tenant and geo-redundant; Control Plane with voice, video and WhatsApp engines
Artificial intelligence	Recording transcripts, split by speaker
Integrations	SipPulse SBC, SoftSwitch, CPA and BSS; CRM; RESTful APIs
Licensing	Cloud UCaaS and Cloud CCaaS, as a cloud service

More than 200 carriers trust SipPulse.

Watch the overview and the technical demo on the product page, or request your demo.

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