CCView

Complete Contact Center Solution

CCView offers High Profitability, Productivity & Effectivenes of Contact Centre

Our team is focused on improving contact center processes, developing user friendly interfaces for Agents and advance applications to support customer facing business operations.

Implementation of Customize CRM and Integrating with most of third party applications will enhances the overall Contact Center experience.

CCView Functional Modules

Agent Terminal

User Interface for Agent, that allows Agent to access and update customer Database for ease of Customer interaction

Supervisor Terminal

Offers functionalities required for a Team leader to ensure consistency in delivering quality and performance.

ACD-MIS Analysis

Multiple logs and reports of call center events are available for Analysis of Agent and Service Levels efficiency.

Business Analysis

This set of analysis provide information relevant for a specific Business Process, based on the call dispositions and call quality.

Voice Logger

TELESOFT voice logger application *PAudium* is available for recording;
- *IP/SIP*
- *PRI Lines*
- *Digital Extensions*
- *Analog Lines*

IVR and Call Routing for Inbound process

Improves Customer self-service experiance by offering advance IVR functionalities and rouying their call to right Agent with high efficincy.

Dialer for Outbound process

Various types of Dialers available to choose from, as per the customer process and business model to increase outbound calling process.

Range of Dialers available are;
- *Preview Dialer*
- *Progressive Dialer*
- *Predictive Dialer*
- *Click-to-Dial*

Wallboard

Displays the real-time scenario of call centre at any given time.

Integration with CRM

Offers Seamless integration with most of 3rd party CRMs for ease of functions.

SMS & Email Notifications

Helps to notify Caller/ Client regarding their service request or latest interaction.