



INTERACTIVE CommTech DEVELOPMENT S.A.

INNOVATIVE NETWORKING SOLUTIONS

Contact Center (Call Center)

A call center is a service that takes care of incoming telephone calls from customers or that makes outgoing telephone calls to customers. Such an office may also respond to letters, faxes, e-mails and similar written correspondence. A Contact Center is the part of your business dedicated to managing your relationship with your customers via phone.

Characteristics and Facilities:

The service is flexible and personalized and it is configured taking into account the beneficiary designing theme. The beneficiary may consult with our team of experts regarding the applications that best serve its needs. Any application or service can be configured according to the client's business profile.

Call Centers use a wide variety of different technologies to allow them to manage the large volumes of work that need to be managed by the call center. These technologies ensure that calls are queued and processed as quickly as possible according to the desired levels of service:

- ACD (automatic call distribution)
- BTTC (best time to call)/ Outbound (the agent initiates the call to a customer) Call

Optimization

- IVR (interactive voice response)
- CTI (computer telephony integration)
- CRM (customer relationship management)
- CIM (customer interaction management)
- Email Management
- Chat and Web Collaboration
- Desktop Scripting Solutions
- TTS (text to speech)

- Voicemail
- VoIP