

Database Integration

FEATURES

- Up to the Minute Information Available to All Agents
- Create Automated Outbound Dialling Campaigns
- Automatically Bring Up the Callers Information
- Dial from Screen
- Quicker Call Resolutions Enhancing Efficiency
- Make and Take More Calls Without Increasing Overheads



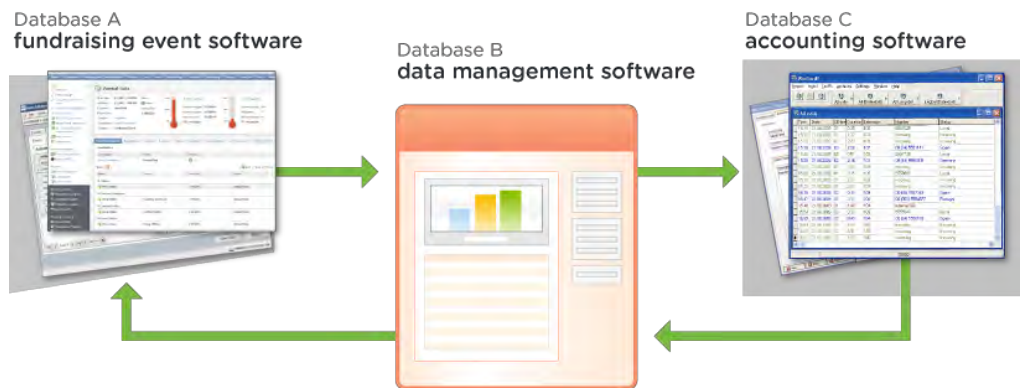
Putting your customer records at your agents fingers. Organizations reliant on verbal communications with their customers understand the importance of high call volumes and accurate note taking. Whether call profiles tend to be predominately inbound or outbound, it's essential that staff can initiate or respond to customer requests and maintain records. Having the most up to date information on screen allows staff to deal with each call quicker hence improving overall throughput and efficiency.



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