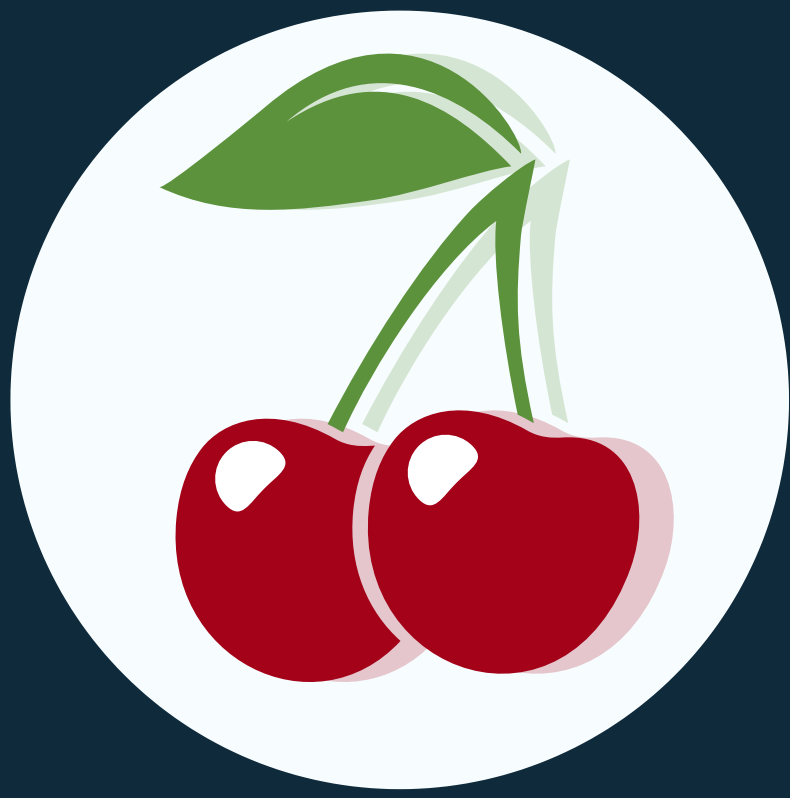


SwētSpot Productive Contact Center & BPO



SwētSpot contact center software empowers agents to be more tele-efficient yielding optimum service and closing more sales with the lowest cost per agent overhead. We have pushed CX to new heights customizing our software to meet the individual needs of our customers, not forces customers to alter their process to fit our solution. We provide customer CX solutions at out-of-the-box prices. Enterprise-level designs for small to medium businesses. SwētSpot provides call center agents to provide worldwide customers in multiple languages frictionless personalized voyages encompassing both human and Artificial Intelligence (AI) excellence for a 360-customer experience.

Unified

SwētSpot offers an integrated suite of applications for marketing, sales, customer service, and contact centers, with a CRM at its core.

Reliable

SwētSpot makes use of a dynamic web and mobile-friendly framework that allows for the rapid development of new products and modules that are all seamlessly integrated with other existing TaskSuite products.

CRM Suite

Organize and understand clearly who your customers are. Track all customers and supplier's interactions with ease.

Contact Suite

Cloud-based contact center tool for managing and supporting in and outbound, multi-channel communication flows.

Service Suite

Resolve Customer Care queries faster with one-touch resolutions, turning your customers into promoters that grow your business.

Chat Suite

SwētChat, a modern live chat tool, made within inbuilt TaskSuite platform, lets you chat with customers and give them real-time support round-the-clock.

Loan Suite

SwētLoan allows you to manage your entire loan process & loan book in one sophisticated system and provides you with a single holistic approach to credit risk management.

The Key Benefits Are

1. Increasing Individual Personalized Live Communications
2. Provides Intelligent Real-Time Routing
3. Displaying On-Screen Caller Active Customer Information
4. Detailed Real-time Reporting

Our Omni-channel access-based call center communication solution simplifies the most complicated interaction in context for the every conversation, for every user role in real time.

Intelligent Automation Done Right

1. Predictive Agent Availability
2. No-Answer Time Recovery with no agent waiting.
3. Auto Dialer Automation in three different customizable levels
4. Campaign Continuous Run
5. Randomized Number for Outbound Dialing
6. Email, Text, Live Chat or Call customer when they request information
7. Redial Delay.
8. Agnostic Automate Quality Assurance by Agent, Department, Language, Email, Voice
9. Maximum Number of Outbound Call Removal

Management Capabilities

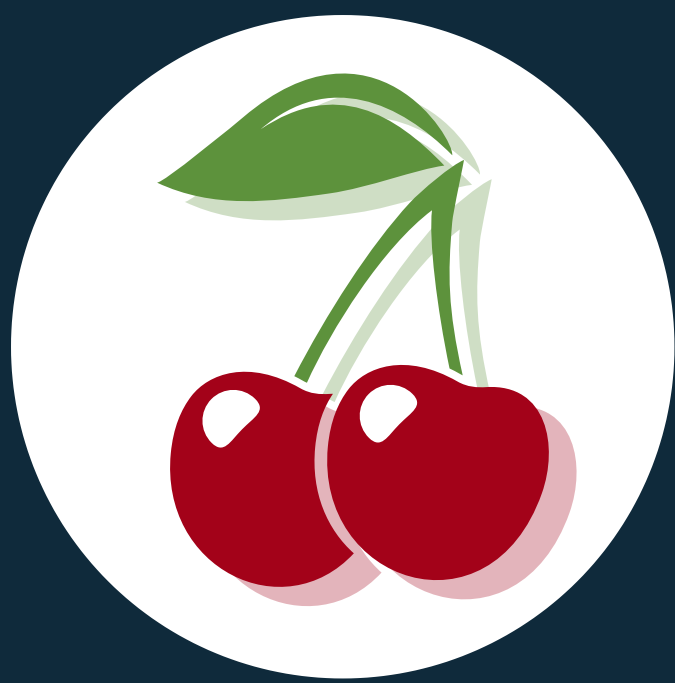
1. Email Management
2. Project Management
3. Marketing Management
4. Recruitment Management
5. Employee Management
6. QA & KPI, Customization and Visibility

Instant On-Screen Caller Info

1. Real Time Caller Data
2. Caller History
3. Agent can dive right into the call.
 - a. Progressive Dialer
 - b. Continuous Dialer
 - c. Power Dialer
4. Campaign Population and Detail Agent View

Intelligent Routing

1. Agent Caller Memory
2. IVR Selection Mapping
3. Instant Management Routing Change
4. SLA Time Notification
5. Supervisor Quality Resolution Notification and Tracking



PACKAGES

SOLUTION OVERVIEW

Professional

Enterprise

Ultimate

CALL CENTER/VOICE

Inbound & Outbound Voice Dialer Campaigns, Advanced Agent Management, Queue Management



TASKSUITE BASE

Manage Contacts, Calendar, Reporting Engine, Internal Discussion App, Customizable Workflow Engine, Permissions & User Management, Communication Channels: Voice, SMS, & Email. Mobile-Friendly Interface, Customizable Dashboard, Credit Bureau Integration



HELP DESK

Omni Channel Support, Email, Text, Voice, Chat & Social Media



WEB CHAT

Pre Chat Visitor Identification, File Transfer (attachments), Dynamic Operator Status, Send Chat Transcript by Email, Offline Messages



CRM

Sales Teams, Sales Pipeline



CAMPAIGN MANAGER

Surveys & Questionnaires, SMS & Email Campaigns, Automated Dialer (Power and Progressive)



PROJECT MANAGEMENT



SALES MANAGEMENT

Products & Quotations



CUSTOM APPLICATION

Complete Custom Application Built for Your Needs



TELCO BASIC

Per Minute rate Inbound & Outbound, Includes 2 Numbers, \$5 For Any Additional Number Per Month

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TELCO UNLIMITED

Unlimited Inbound Calls, Per Minute Rate Outbound, Includes 2 Numbers, \$5 For Any Additional Numbers

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