

OMNI CHANNEL Contact Center Solution





REVOLUTIONIZE

The way your business interacts with the customer



M Handling conversation from various channels

Q Value for Money

Track customer Interaction

Q Managing and Monitoring

Tracking with Repols

Information Security



WHY OMNI CHANNEL?

Combination of all channels in one seamless experience



IMPROVE SALES

You never miss a customer call or a sales opportunity again and best customers always get to speak to your best sales people.



OPTIMIZING ACROSS ALL CHANNELS

It's time to look at how brands optimize using omnichannel.



MORE STRATEGIES TO ELEVATE YOUR BRAND

To give your customers a central point of contact and provide customers with improved first contact resolution.



CHANNELS IN OMNI

Apart from voice



- **AI CHAT BOT**
Customer Interacts and Transfer to Agent
- **VOICE BOT**
IVRS with voice recognition with TTS capability
- **WHATSAPP**
way to communicate in real time with automated message
- **EMAIL**
Automatic email distribution to Agents
- **SOCIAL MEDIA**
Interact with the customer using different social media

WHATSAPP WITH OMNI CHANNEL

- **WHATSAPP MESSAGE BLAST**
Bulk blast with single click
- **HYBRID**
Interaction with bot and the Agent
- **MESSAGE DISTRIBUTION**
Automated distribution to Agents



- **TICKETING**
Can be created and updated
- **PROFILE PIC CONNECTIVITY**
Interactive response with the profile pic
- **MULTIMEDIA CONVERSATION**
Pictures, videos, documents can be shared

FEATURES OF EMAIL IN OMNICHANNEL

EMAIL CONFIGURATION :

Configure domains such as Yahoo, Gmail, Outlook or private mail servers

EMAIL TICKETS :

The system auto-generates a unique ticket number for new mail thread

AUTO RESPONDER :

Auto response can be configured

AUTOMATED MAIL DISTRIBUTION

Automated distribution of email to agents based on department

CUSTOMER HISTORY :

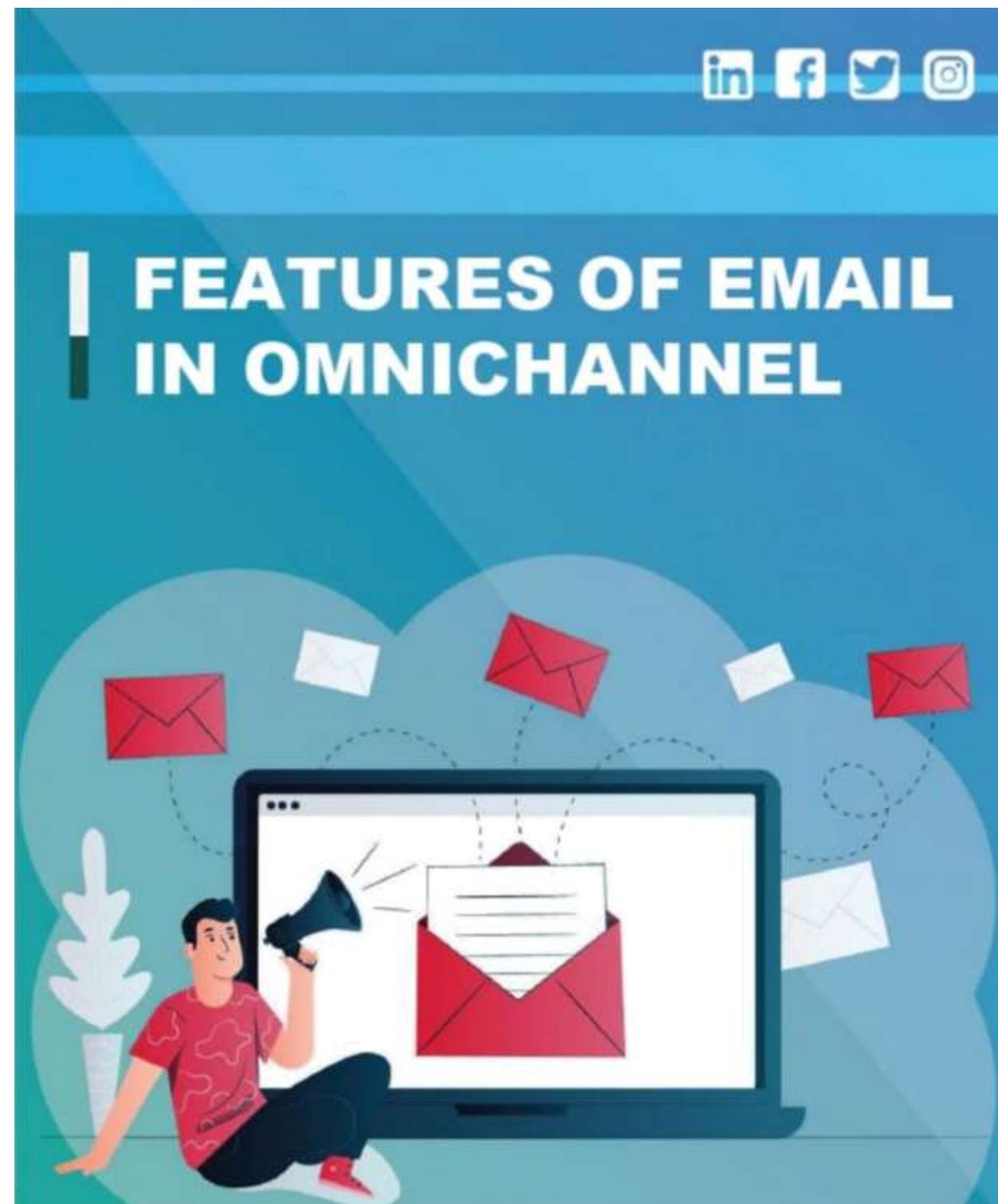
Display of previous Customers interaction of emails and other channels

SLA PORTAL :

Configurable SLA panel to define ticket escalations

EMAIL REPORTS :

Daily/Monthly Summary Report for download



SOCIAL MEDIAS

CONVERSATION

Automated distribution of social media conversation

LINXING WITH OTHER CHANNELS

Conversation with the same customer is linked over the channels

PARALLEL CHAT

An agent chats over multimedia with multiple customers

SHARING

Send and receive files, documents, images, etc.

TICKETING

Creation and updating of ticket status.

SCRIPT LOGGING

All the chat scripts are recorded

LIVE MONITORING AND DASHBOARD

View the customer interaction through all channels



FEATURES FOR OMNI AI CHATBOT



LIVE CHAT

Natural chat experience using chatbot

HYBRID LIVE CHAT

(Predefined AI intent + agent interaction) conversational transfer to agent to take over intricate

CHATBOT API

API interface is available for chatbot

NLP POWDERED CHAT BOT

Provide a better contextual experience using NLP tool

BOGONS AND IMAGES

Can be used for easy interaction

That win your customer's confidence



ACD



Cloud Storage



MIS Reports



IVR



Call Barge



Ticketing solution



Dashboard



Disposition Management



Call Recording



API Integration

CONNECT WITH EXISTING INFRA..

Bridging Your Customer Solutions



Customization



PBX Integration



WhatsApp



Email Integration



External CRM Integration



SMS Integration

To Ensure Security And Integrity Of Your Call Center



High Secure Access



Voice Encryption



Session Handling



No Data Injection



Cross Site Attack



Periodic VAPT



MIS REPORTS

Can be customized based on requirement



- Daily Login Report
- Custom login Report
- ❖ Daily performance Report
- Custom performance Report
- Queue performance Report
- ❖ Weekly Login Report
- ❖ Performance Report
- ❖ Weekly performance Report
- ❖ Disposition Report
- ❖ Internal Broadcasting Report
- Hourly Report
- Predictive outbound Report
- Preview outbound Report
- Call Recording Report
- ❖ Daily Process Report
- ❖ Predictive progressive Report
- ❖ Progressive outbound Report
- ❖ Dump Report
- Hourly Call Hits
- DID Wise Report
- ❖ Daily Call Hits
- ” Hourly Call Hits
- DID Wise Report
- S• Email Report
- s• Twitter Report

THANKS !

