

ConVox

CONTACT CENTER SOLUTION

Effective, Complete and Comprehensive Solution for your call center.



CONTACT CENTERS REVOLUTIONIZE

The way your business interacts with the customers to



Improve Customer Experience

Self-service capabilities provided by contact center allow to quickly perform repetitive common tasks and also connects to the most suitable agent to resolve their problem faster.



Improve Sales

Contact Centers maximise your connect ratio with auto dialing methods, call hunting, re churn setting etc., that enhances agent productivity, and gives you the benefit of high sales volume.



Enhance Insight and Visibility

The data gathered from interactions provides valuable insights that helps to make important business decisions by identifying patterns of customer's journey of engagement with your company.



CONVOX CCS

Is The Best Solution For Contact Center Operations

ConVox CCS is created and crafted through several customer experiences over nearly two decades of successful deployments across every verticals, giving organizations the benefits of a sophisticated, trusted and stable solution for their businesses.



One Stop Solution

ConVox CCS solution is complete. You do not have to spend anything on PBX, Database, Web Server and even on OS. Bare Server machines and PCs are enough.



Tailored Solution

ConVox solution can be customized to suit complex processes, and can easily bridge with organizations existing EPABX / IP-PBX Setup



Telecom Media

ConVox CCS presents a versatile platform for Inbound/ Outbound/ Blended Call Centres, Integrates seamlessly with PRI / SIP / GSM / VOIP / Analog Telecom Media for different Call Centre needs.



CONVOX DEPLOYMENT MODELS

ConVox Gives you the flexibility to chose from different deployment models that fits your organizational needs.

Below are the characteristics of different setups.



ON CLOUD SETUP

Telecom Connection - On Cloud
(Connected to Hosted Server in Data Centre)

Application and Database Server -
On Cloud (Hosted in the Data Centre)

Agent Work Station - Anywhere
(Work from Home or On Premise)

ON PREMISE SETUP

Telecom Connection - On Premise
(Terminating to Gateway)

Application and Database Server -
On Premise

Agent Work Station – On Premise
(Connected on LAN with Server)

HYBRID SETUP

Telecom Connection – On Premise
(Terminated in IPPBX)

Application and Database Server - On
Cloud
(Hosted in Cloud Servers like AWS, Azure or Co-
located Data Centre)

Agent Work station - On
Premise (Connected on LAN with IP-PBX)



SMARTER FEATURES, BETTER RESULTS...



ACD



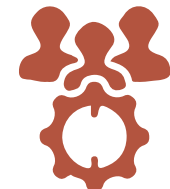
Personalized
IVR System



Auto Dialling
Modes



Number
Masking



External
CRM Integration



Customer
Call History



Voicemail &
Call Recording



Call Barge-in/
Whisper



Lead Re churn
(Auto-manual)



SMS/Email
Integration



INTEGRATING SOLUTIONS IS MADE EASY WITH CONVOX

ConVox CCS can integrate with your favorite third-party applications such as in-house Cloud CRMs, Ticketing Systems and ERP Applications. You favorite social media interactions can be made live with available agents by integrating respective social media APIs such as WhatsApp, Facebook, Twitter etc.,



Incoming Call Scheduler



Unlimited Call Queue



Multi Campaign Facility



DNC Management



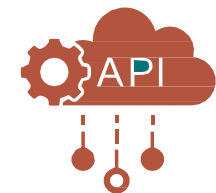
Five Party Conference



Live Dashboards



Comprehensive Reports



Ready Api's



- ConVox has facility to create dynamic IVRS that interacts with callers and guides them to desired agent. The ACD will then lands the call to chosen skill set and pop-up the caller information. Agent speaks to the caller and disposes appropriately.
- ConVox Inbound Scheduler provides an interface to build incoming calls manager at different intervals of the day. Multiple options such as Play audio message, Transfer call to a Process, Transfer call to a Skill Set, Transfer call to IVRS, Enable Voice Mail, Call Forward and customized holiday greetings can be set in the scheduler.
- ConVox Queue can hold the calls when agents are not available. Calls can be forwarded to dedicated numbers when the wait time is over.

CONVOX MAKES EVERY INCOMING CALL COUNT



SMARTER FEATURES, BETTER RESULTS...



Predictive Dialing

Automated dialing for maximum call connects



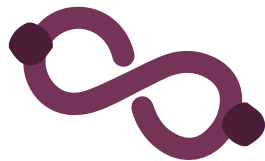
Progressive Dialing

Automated dialing, controlled by admin to reach out important customers



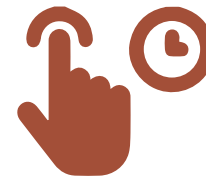
Preview Dialing

Selective click to call dialing



Blended

Agent can take Inbound & Outbound in single login



Manual Dialing

Agent can type-in the number and dial

MAX CONNECTIVITY MAX LEADS...



- Admin / Supervisor can upload the data in a list, data can be set to dial in Predictive, Progressive and Preview outbound modes. Each time a call is dialed, a customer information CRM will pop-up on Agents screen displaying all the details uploaded against the lead.
- Data Upload can be automated through API.
- Number Masking, Alternate Numbers Dialing & DNC can be enabled/disabled as part of campaign management.
- Multiple lists in serial or percentage based allocation can be dialed in a process.
- Admin can re-urn the leads manually based on disposition or set an Auto Re-Attempt logic for fixed interval and maximum no.of attempts.

THANK YOU