



ConVox

Omni Channel Solution

Effective, Complete and Comprehensive Solution
for your Contact Center



ABOUT CONVOX



ConVox Omni Channel Solution enables customers to opt for Communication on their preferred channel like Voice, Chat, Email, WhatsApp & Social Media. It presents a unified view of customers, history and issue tickets from all channels for ease of management and improves speed of resolution. Omni-Channel Ticketing Call Center Solution is designed to streamline your customer service operations, enhance customer satisfaction, and boost efficiency.

KEY FEATURES



Unified Communication -

Connect with customers seamlessly through various channels, including phone calls, live chat, emails, WhatsApp and social media, ensuring a consistent customer experience.



Real-Time Collaboration -

Enable your agents to collaborate with each other in real-time, sharing insights and knowledge to provide faster and accurate responses.



Customer History and Context -

Access comprehensive customer profiles with interaction history, enabling agents to understand customer preferences and previous issues for a more personalized interaction.



Intelligent Routing -

Automatically route incoming tickets to the most suitable agents based on their expertise and workload, ensuring a personalized and efficient resolution.



Seamless Ticket Management -

Efficiently manage customer inquiries and issues in one centralized platform. Track, prioritize, and assign tickets to the right agents for quick resolutions.



Performance Analytics with Power BI -

Gain valuable insights into your call center's performance with detailed analytics and reporting through Microsoft Power BI Integration. Identify trends, areas for improvement, and measure agent productivity.

DEPLOYMENT MODEL

Empowering Organization with their choice of deployment



On-Premise
Installation at client premises.



Cloud
Hosting from AWS, Azure, GCP Cloud.

CHATBOT



AI Chat bot is important digital touch point and essential to an organization's digitization journey. AI Chat bot benefit is the ability to "close the loop with the customer along a process, efficiently and in a delightful way."

- **Customized Bot Flow:**
Dynamic Bot design as per requirement.
- **Auto Responder:**
Configure Bot to share Knowledge base to customers.
- **Agent Connect:**
Auto Chat distribution to Agents with parallel chat facility.
- **Customer History:**
Track customer interaction from Chat & other channels.
- **Chat Transcription:**
Chat conversations are sent to customer via email.
- **Scheduler:**
Chat Clients are routed to other media during non-Working hours.

WhatsApp agent bot uses WhatsApp Business API in a way that allows multiple agents to use a single WhatsApp number and helps to enhance customer service, automate tasks, and streamline interactions.

- **Automated Greetings:**
The bot can initiate conversations with personalized greetings
- **Handover to Human Agents:**
The bot can transfer the conversation to a human agent seamlessly.
- **Multimedia Support:**
Media sharing such as images, videos, and documents.
- **Automated Surveys:**
Conduct customer satisfaction surveys or feedback through the bot.
- **Canned Responses:**
Create and store predefined responses for quick send.
- **Chat Transfer:**
Live transfer of chats between agents.

WHATSAPP



POWER BI INTEGRATION



Power BI Integration with ConVox Omni Channel Solution enables organizations to go beyond the built-in reports and dashboard widgets to allowing to generate fully custom reports and make data-driven decisions.

- **Data Connectivity:**
Connect to a wide range of data sources.
- **Data Transformation:**
Clean, Shape, and and structured in a way that makes it suitable for analysis and visualization.
- **Data Modeling:**
Create meaningful insights when working with data from multiple sources.
- **Data Visualization:**
Chose visualization options, such as charts, graphs, maps, tables etc.,
- **Dashboard Creation:**
Design interactive dashboards that consolidate multiple KPIs on a single page.
- **Collaboration and Sharing:**
Share dashboards and reports with others within the organization or externally.

VOICE

Voice calls provide Human Touch in a Digital World



- ACD
- CRM
- IVRS
- Call History
- Call Queuing
- Call Transfer
- Call Recording
- Auto Dialer
- Conferencing

EMAIL

The Email ticketing system automatically converts incoming emails into tickets that are easy to track, monitor, and manage.



- **Email-to-Ticket Conversion:** Automatically convert incoming customer emails into support tickets.
- **Automated Routing:** Route tickets to the most appropriate agents or departments.
- **Automated Replies & Templates:** Use per-configured email templates and auto- mate responses.
- **Communication Tracking:** Email trail has a comprehensive view of the customer's history.
- **Ticket Categorization:** Categorize tickets based on issue type or department.
- **SLA Management:** Escalate complex issues to higher-level support.

SOCIAL MEDIA

Leverage the power of largest virtual networks such as Facebook, Twitter, Instagram etc., to centralize and streamline communication with customers by integrating with Contact Center Solution.

- **Multi-Platform Integration:**
Unified interface for all medias.
- **Social Listening:**
Monitor brand mentions and Messaging to proactively respond to customers.
- **Customer Profile Insights:**
Build & Access customer profiles from social media interactions.
- **Smart Routing:**
Direct messages to the most appropriate agents.
- **Multimedia Support:**
Media sharing such as images, videos, and documents.
- **Chat Transfer:**
Live transfer of chats between agents.





EXTERNAL CRM INTEGRATION

Integration leading CRM solutions Zoho, Salesforce, UNFYD, Leadsquare, Freshdesk, Zendesk etc

Customer Feedback



ISON BPO

"ConVox Dialer empowers our sales agents to get the best output for their efforts. Their ability to deliver complex customizations adds great value to ISON's service commitments."

- Revi Prasad, India IT Head, ISON BPO



O Square Communications

"I am satisfied with the support provided by both sales and technical teams. You guys have always been significant towards my requests and provided me an excellent support"

- Fahad Nauman, General Manager



Star Health And Allied Insurance

"We are running our Customer Support Operations and Sales Process on ConVox for the last five years. ConVox is a very stable product"

- Chandrabose, Senior Manager



TATA Consultancy Service Limited

"ConVox is rock solid, value for money solution with all the features of top international products"

- Vishnu G, Group Head

OTHER PRODUCTS AND SERVICES WE OFFER



Voice Bot

Let the Bot start talking reduce cost and increase revenue.



Virtual Receptionist (Hosted IVRS)

A Hosted Auto Attendant, IVRS and Voice Mail solution for SME.



Broadcasting Tool

Handy tool to broadcast WhatsApp, SMS and Voice calls where recipients can interact.



Hosted IP-PBX Services

Unified IP-PBX system with Call, Chat, SMS and email integration.



Audio Conference Bridge

Web-based monitoring and control over live Meet-Me and Dial-Out conference calls.

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