

# ConVox

CLOUD CONTACT CENTER



 Deepija Telecom

# WHAT IS A CLOUD CONTACT CENTER ?

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A CLOUD CONTACT CENTER IS A HOSTED SOLUTION, REQUIRES THE LEAST TIME AND INVESTMENT TO SET UP, EASY TO INTEGRATE, AND FLEXIBLE TO CUT-OFF THE HARDWARE NEED. CLOUD CONTACT CENTER ENABLES THE USER TO MANAGE ALL THE CALL CENTER OPERATIONS, AND INTERACT WITH THE CUSTOMERS EFFICIENTLY. THE INDUSTRY'S GREAT PLAYERS USE CONVOX CLOUD CONTACT CENTER TO DELIVER THE BEST CUSTOMER EXPERIENCES VIA MANY CHANNELS.



# VOICE FEATURES OF CONVOX CLOUD CONTACT CENTER

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## **DIALING FEATURES**

CONNECT BETTER WITH PROGRESSIVE DIALER,  
PREVIEW DIALER, PREDICTIVE DIALER.



## **ON-CALL OPTIONS**

ALLOWS USERS TO MUTE, HOLD,  
TRANSFER AND CONFERENCE



## **CALL BARGE IN**

CHECK THE QUALITY OF CALLS  
AND TRAIN THE AGENTS



## **CALL RECORDING**

CALLS ARE RECORDED FOR TRAINING  
AND MONITORING PUPOSES



## **VOICE MAIL**

CALLER CAN LEAVE A VOICE MESSAGE WHEN  
NOBODY AVAILABLE TO TAKE THE CALL

# ROUTING CAPABILITIES OF CONVOX CLOUD CONTACT CENTER

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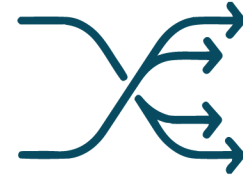
## **MULTI LEVEL IVR**

PROVIDE THE SELF SERVICE FOR THE CALLER AND TAKES THE USER INPUT



## **AUTOMATIC CALL DISTRIBUTION**

DISTRIBUTION OF CALLS TO ENSURE EQUAL CALL LOAD ON AGENTS



## **INTELLIGENT ROUTING**

THE CALL IS TRANSFERRED TO THE CERTAIN AGENT BASED ON THE CALLER'S INPUTS



## **MISSED CALL HANDLING**

CAPTURES DATA OF CALLER INCASE ALL USERS ARE BUSY



## **FORWARD TO MOBILE**

CALLS ARE FORWARDED ON AGENT'S MOBILES WHEN THEY ARE ON REMOTE WORK

# AGENT'S CONTROL FEATURES

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## **LEAD PRIORTIZATION**

FILTER THE DATA BASED ON CUSTOM  
PARAMETERS TO PRIORTIZE



## **CALL DISPOSITION**

DISPOSE THE CALLS WITH CERTAIN CODES  
TO RETAIN THE DATA



## **SINGLE SCREEN VIEW**

GET A 360 VIEW OF CUSTOMER DETAILS  
TO HANDLE QUERIES EFFECTIVELY

# MONITORING AND REPORTING

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## **REAL TIME MONITORING**

ENABLES THE ADMIN TO MONITOR  
LIVE CALLS BETWEEN CUSTOMERS AND AGENTS



## **SUPERVISOR DASHBOARD**

MEASURE AND EVALUATE THE TEAM  
PERFORMANCE ON APPROPRIATE METRICS



## **REPORTS AND ANALYTICS**

GET COMPLETE STATUS OF BUSINESS CALLS  
THROUGH MIS REPORTS

## CONVOX'S MAJOR CRM INTEGRATIONS

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# SECURITY IS CONVOX'S PRIORITY

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## **HIGHLY SECURED COMPLIANCE**

MEETS THE INDUSTRY'S LEADING  
DATA PRIVACY STANDARDS



## **NUMBER MASKING**

ENSURE THE PRIVACY BY ENCRYPTING  
CUSTOMER'S NUMBERS



# CONVOX CLOUD CONTACT CENTER: CONTACT CENTER REDEFINED

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**QUICK AND EASY DEPLOYMENT**



**CONNECT WITH CUSTOMERS EFFECTIVELY**



**COST-EFFECTIVE**



**ENHANCED COMMUNICATION**



**HIGHLY SECURED**



**FLEXIBLE TO SCALE-UP**

## WHAT OUR CLIENT'S SAY?

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# TESTIMONIALS



GLAD TO USE YOUR CONVOX SOLUTIONS AS WE HAVE BEEN TIED UP WITH CONVOX SINCE 2013. IT IS EASY TO USE IN ANY MANNER WITH 24X7 SUPPORT SERVICES. CONVOX HAS BEEN WORTHY OF THE PRICE AS OUR COMPANY IS REACHING NEW LEVELS OF GROWTH WITH CONVOX SOLUTIONS. IN TERMS OF FACING ISSUES CALL ONCE TO THE SUPPORT TEAM, THE ISSUE IS RESOLVED.

**MD KAMRUL HODA**  
MANAGER - INFORMATION TECHNOLOGY  
OFFSHOOT SOLUTIONS

WHAT OUR CLIENT'S SAY?

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## TESTIMONIALS



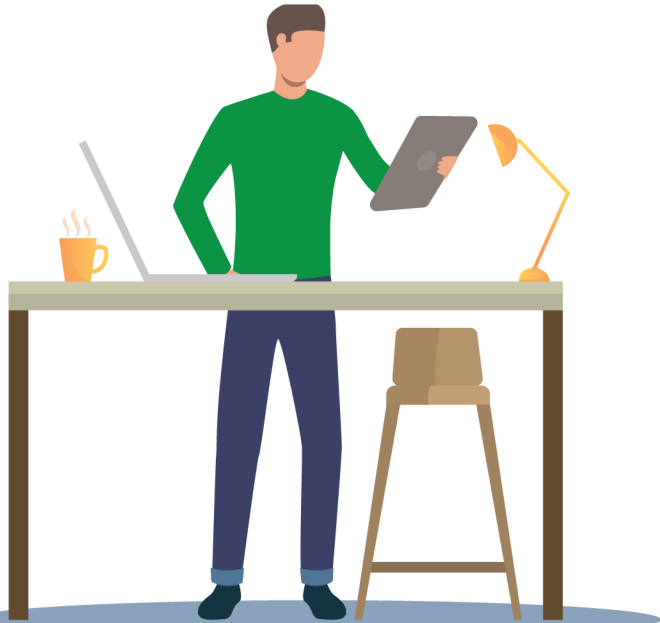
CONVOX SOLUTIONS AND SUPPORT HAVE ENABLED US TO CONTINUE TO DELIVER TOP-NOTCH PRODUCTS AT GOOD PRICES, I APPRECIATE CONVOX TAKING OUT TIME AND HELP US IMPROVE OUR OFFERINGS, OUR OVERALL EXPERIENCE IS GREAT WITH CONVOX.

**RAVINDRA KUMAR**  
ASST. MANAGER - OPERATIONS  
SIGMA OUTSOURCING

WHAT OUR CLIENT'S SAY?

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## TESTIMONIALS



WE HAVE BEEN USING CONVOX SERVICES FOR MORE THAN 5 YEARS. IT IS A ONE-STOP SOLUTION FOR ALL THE CONTACT CENTER NEEDS AND WE ARE TOTALLY SATISFIED WITH THE SERVICES AND SUPPORT.

**HRISHIKESH DHIWAR**  
MANAGER - INFORMATION TECHNOLOGY  
DBS MINTEK

# LET'S GET IN TOUCH

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