

ConVox

WORK FROM HOME SOLUTION
GET READY FOR REMOTE



TRANSFORM YOUR CONTACT CENTER TO WORK FROM HOME READY



BUSINESSES REQUIRE A TIME TO TIME UPGRADE, AND WORKING FROM HOME IS A MAJOR TRANSFORMATION BUSINESSES HAS EVER SEEN. SWITCHING FROM OFFICE- BASED SETUP TO ANYWHERE ACCESS AND ENSURING EMPLOYEES CAN WORK FROM ANYWHERE, BEEN CHALLENGING FOR BUSINESSES AND THEY DEMANDED ONE SIMPLE FIX TO THIS QUICK CHANGE AND HERE CONVOX COMES UP FOR RESCUE.

WHY YOUR BUSINESS NEED IT?



COST REDUCTION



HIRE BEYOND GEOGRAPHICAL LIMITATIONS



HANDLE LARGE CALL VOLUMES AT EASE



AVAILABILITY FOR 24/7/365

WHY YOUR BUSINESS NEED IT?



ENSURE BUSINESS CONTINUITY



ENHANCED AGENT JOB SATISFACTION

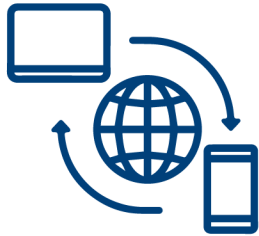


INCREASED PRODUCTIVITY AND PERFORMANCE



IMPROVED CUSTOMER SATISFACTION

WHAT WORK FROM HOME CONTACT CENTER CAN DO?



REMOTE ACCESS FROM ANYWHERE



REDUCED CALLER CHURN



SATISFIED CUSTOMER EXPERIENCE



PERFORMANCE MONITORING



MULTI-CHANNEL OPTIMIZATION

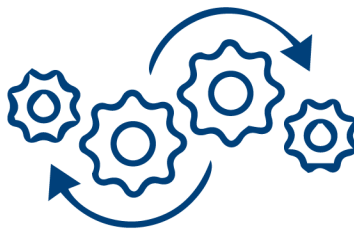
HOW TO MAKE MOST OF YOUR WORK FROM HOME CONTACT CENTER?



ASSURE MONITORING TOOLS
ARE WIDELY AVAILABLE



STAY REMOTELY CONNECTED
WITH YOUR TEAM

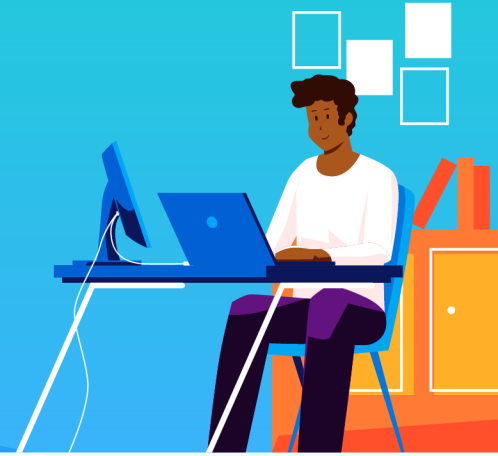


ENSURE YOUR PEOPLE ADAPT CHANGE
JUST LIKE YOUR CALL CENTER



PLAN AND PRIORITIZE THE WORKING
STRUCTURE WITH AGENTS

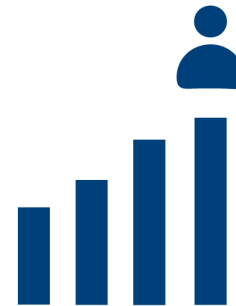
HOW TO MAKE MOST OF YOUR WORK FROM HOME CONTACT CENTER?



MONITOR TO PROVIDE REGULAR AND PRECISE FEEDBACK



USE VIDEO CONFERENCING FOR MEETINGS



MAKE CUSTOMER A PRIORITY

HOW CONVOX CAN HELP?

CONVOX PROVIDES INDUSTRY'S BEST FEATURES TO MAKE YOUR WFH CONTACT CENTER RUN SMOOTH AND HASSLE-FREE



- **REMOTE LOGIN**

LOGIN FROM ANYWHERE USING ANY DEVICE, WITH A GIVEN POP-UP ON DEVICE



- **CENTRALIZED DIALING**

WITH PRI/SIP CALLS WILL DELIVERED TO AGENT ON ANY PHONE



- **ALL DIALERS FEATURE**

GET THE FEATURES OF INBOUND, PREVIEW, PROGRESSIVE AND PREDICTIVE CALLING



- **CENTRAL SERVER**

SINGLE SERVER BASED CALL HANDLING AND RECORDING



- **SMART CALL ROUTING**

ROUTE CALLS TO THE BEST AGENT BASED ON CALLER'S INPUT



- **ENHANCED MONITORING**

MULTI-LEVEL ACCESS LIKE ADMIN AND SUPERVISOR LOGIN



- **HIGHLY SECURED**

IMPROVED DATA SECURITY FEATURES WITH NUMBER MASKING

WHAT DOES OUR CLIENTS SAY
ABOUT CONVOX WORK FROM
HOME CONTACT CENTER?

TESTIMONIALS

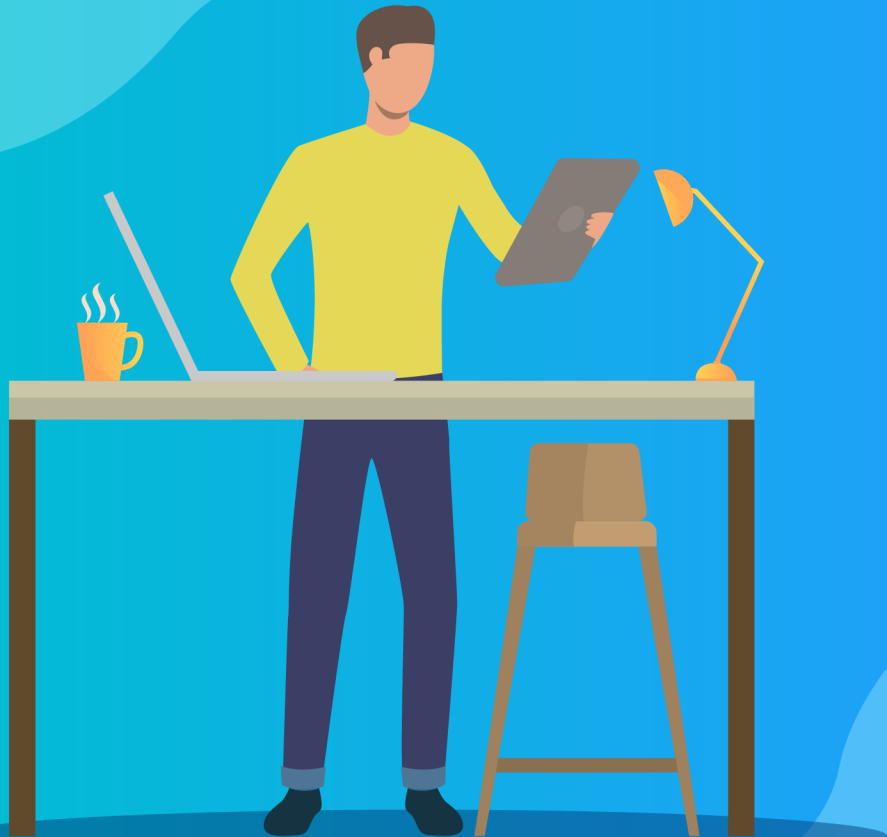


GLAD TO USE YOUR CONVOX SOLUTIONS AS WE HAVE BEEN TIED UP WITH CONVOX SINCE 2013. IT IS EASY TO USE IN ANY MANNER WITH 24X7 SUPPORT SERVICES. CONVOX HAS BEEN WORTHY OF THE PRICE AS OUR COMPANY IS REACHING NEW LEVELS OF GROWTH WITH CONVOX SOLUTIONS. IN TERMS OF FACING ISSUES CALL ONCE TO THE SUPPORT TEAM,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

MD KAMRUL HODA

MANAGER - INFORMATION TECHNOLOGY
OFFSHOOT SOLUTIONS

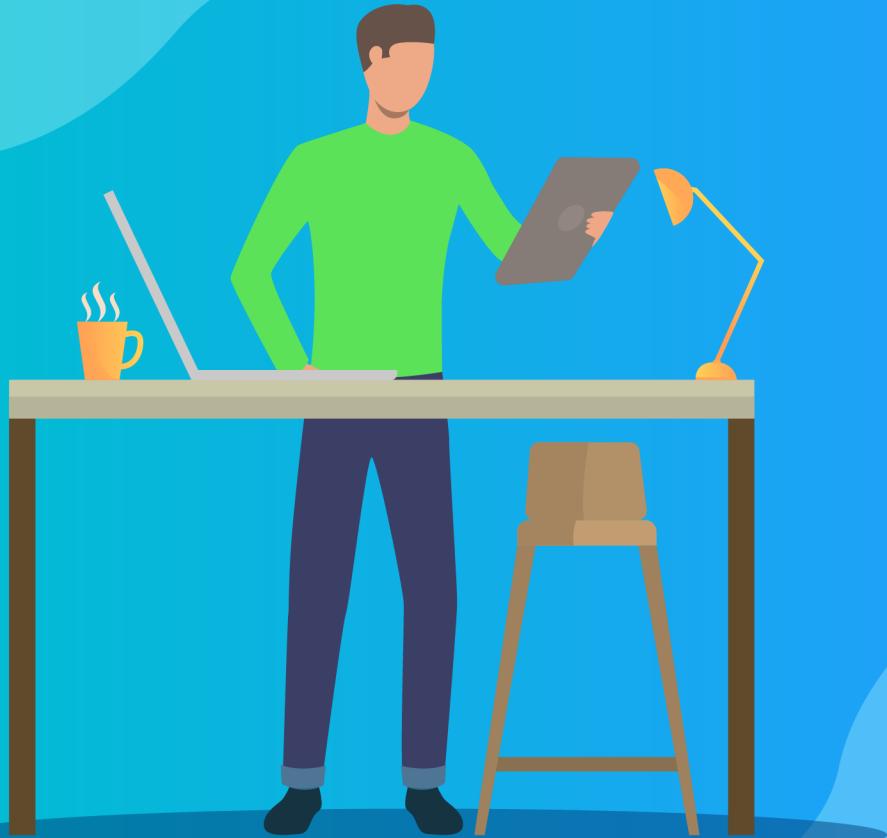
TESTIMONIALS



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

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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