

BLENDED CONTACT CENTER SOLUTIONS

Tired of watching your agents twiddle their thumbs between calls? Wish your inbound and outbound teams could be more flexible depending on call volumes? 3CLogic's blended solution allows you to enhance your call center's overall productivity by enabling your agents to both make and receive calls as demand and strategy dictate. No more unnecessary divisions of agents and workstations. Your resources work efficiently all of the time.

3CLOGIC'S BLENDED FEATURES:



Interactive Voice Response (IVR) Menu:

Recognize the importance of your customers' time with an advanced and intuitive IVR platform capable of facilitating self-servicing or quickly gathering client information prior to any interaction.



Scripting: Create, edit, and update dynamic scripts to guide your agents activities in real-time.



Click-to-call: Contact clients directly from your CRM, ticketing, or WFM solution with the simple click of a button, removing the need to manually dial numbers.



Skills-Based Routing: 3CLogic's advanced skills-based routing tool directs each customer to the rep best fit to meet his/her needs, better optimizing your workforce and enhancing the customer experience.



Whisper and Barge-In: Give supervisors the power to virtually "whisper" suggestions or jump into the conversation whenever a rep is in need of assistance.



Predictive Dialer: Automatically initiate contact with the next prospect before a rep finalizes a call, reducing contact center queue times and operational costs.



Lead Preview Pop: Within a single user interface, automatically populate any customer record stored within your CRM, ticketing, or WFM solution before initiating outbound campaigns.



Automatic Call Distribution (ACD): Set, manage, and adjust call priorities to automatically ensure the most urgent inquiries are always answered first.



Real-Time Dashboard: Keep service, support, and sales initiatives on-track with the ability to monitor rep presence, campaign performance, and other KPIs in real-time.



Reporting: With 3CLogic's advanced reporting tools, customize and filter your contact center's data into meaningful reports, graphs, and statistics.



Call Recordings and Playback: Maintain quality control standards across your entire call center with 3CLogic's user-friendly call recording and playback features.



PBX Configuration: Finally a one-stop-shop for all your voice needs. With 3CLogic, enjoy the best of both worlds with our complete cloud based contact center solution seamlessly configured with your PBX solution to meet all your back office requirements.