

CHOOSING THE RIGHT CONTACT CENTER SOLUTION

3CLogic is a leading provider of inbound, outbound, and blended cloud contact center solutions. Offering next-generation multichannel communications, business intelligence, dynamic scripting, as well as seamless third-party integrations, we built our products to meet today's needs and tomorrow's challenges. We pride ourselves on our ability to facilitate client engagements and improve sales and marketing initiatives, while providing the highest levels of customer service to enhance your overall business and client relationships. Regardless of your industry, current software applications, or size, 3CLogic has the solution to meet your every need.

3CLOGIC OVERVIEW



Customization: At 3CLogic, we believe your business should drive the solution rather than be subject to it. With our advanced third-party integrations with CRMs, WFM, or Ticketing Solutions, connect the solutions you already use and power the business you already know. Fast. Easy. Seamless.



Dynamic Scripting: Guide your reps without supervising every interaction. Enjoy the ability to create, edit, and update scripts in real-time to ensure your reps have the information and timely direction to properly serve your customers on every call.



Reliability: Everyone knows that putting all your eggs in one basket is a risky proposition, so why leave your business exposed to the limitations and vulnerabilities of traditional centralized server architecture? With 3CLogic's unique Virtual Telephony Application Grid (V-TAG), complement the benefits of cloud with the added reliability of a distributed architecture built to meet tomorrow's demands, today.



Compliance: Whether you're performing outbound sales and marketing campaigns, handling sensitive client information, or storing private recordings, it's important your contact center offer the security and privacy customers have come to expect. Regardless of your industry, ensure compliance with TCPA, PCI, SOX, ISO, and HIPPA requirements.



Multichannel Communications: Regardless of your customers' preferences, ensure your contact centers' lines of communication are always open. 3CLogic's multichannel platform offers voice, email, chat, and text, to keep you and your clients connected in a constantly changing world.



Business Intelligence: Power your business with real-time and historic data to plan your next move. 3CLogic provides the tools to create fully customizable reports, graphs, and statistics filtered to show the data most relevant to you.

⚙️ Workforce Flexibility: Restricting your hiring pool to those only within close proximity could very well be restricting your business. With 3CLogic's fully scalable and flexible solutions, set-up virtual agents in any location and expand your hiring pool to other countries, cultures, and time zones.

⬆️ Carrier Redundancy: At 3CLogic, we like to cover our bases. With our carrier redundant architecture, benefit from our ability to migrate between providers in the event of any carrier-related service disruptions. Just another example of how we keep you up and running.

🕒 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.

📈 Scalability: Changes in markets and demand often require businesses to expand or contract quickly. With 3CLogic's cloud-based contact center solution, seamlessly scale up or down while maintaining your competitive edge.

💬 Interactive Voice Response (IVR) Menu: Recognize the importance of your customer's time with an advanced and intuitive IVR platform capable of facilitating self-servicing or quickly gathering client information prior to any interaction.

⚙️ 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.

📦 Business Continuity: As a true cloud solution, 3CLogic takes advantage of the scalability, security, reliability, and flexibility only Amazon Web Services can deliver, by virtue of its size, resources, and investment in infrastructure. It's among the perks we enjoy, and one we're happy to share.

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

🔄 Efficient Call Routing: 3CLogic's advanced skills-based routing tool directs each customer to the rep best fit to meet his or her needs to better optimize your workforce and the customer experience.

