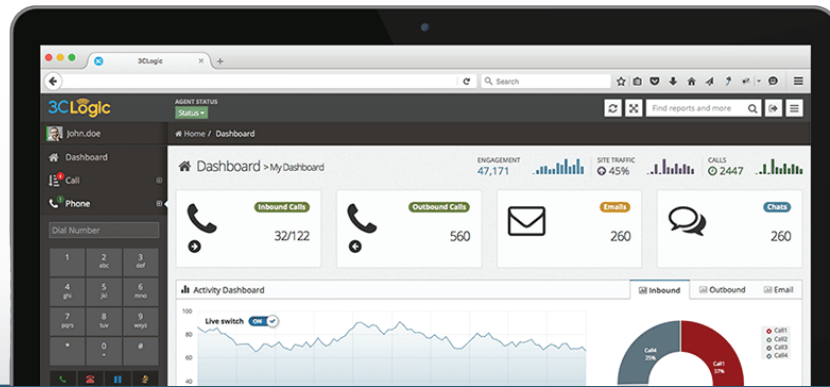# 3CLogic

## Customer Service & Support

In a world where customer service is sometimes more important than the product itself, having the right tools to power your client engagements has never been more important. Equip your team with the solution to help deliver.



## Deliver Multichannel Customer Care

Manage all client records and communications across voice, email, chat, and social media from a single platform, enabling reps to deliver the service your customers want.

## Offer Self-Service

Offer customers the ability to self-service their own needs through advanced IVR menus, enabling them to access important account details directly from your database management solution.

## Optimize Resource Utilization

Based on pre-determined agent skill sets and client information, automatically route customers to the individual best suited to meet their needs using advanced Interactive Voice Response (IVR) and skills-based routing tools.

## Streamline Queue Management

For those instances when customers are on-hold, provide the option to remain on virtual hold and receive a call-back from the next available representative.

## Screen Pop Client Records

Populate agent screens with each customer's CRM/CSM record and previous interactions upon every outgoing or incoming call for more knowledgeable and relevant interactions.

## Track and Record All Communications

Automatically store records, transcripts, notes, and recordings of every customer interaction directly in your CRM or database management solution for future reference or use.

## Guide Agents with Ease

Deliver consistent and relevant service while facilitating compliance with company and industry protocol using dynamic scripting capabilities, presenting users with custom prompts and mandating the collection of specified fields for each interaction.

## Virtually Monitor and Assist

Silently monitor every interaction or whisper suggestions to representatives without the customer's knowledge to enhance customer engagements or monitor individual customer interactions.
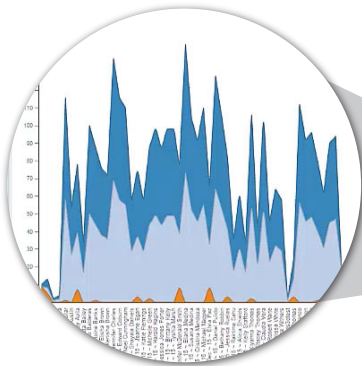
## Make Insightful Decisions

Easily build custom reports, graphs, and KPIs highlighting the metrics that matter most to your organization, and direct customers to an IVR survey once an interaction is complete to collect valuable information about each client's service experience.

# 3CLogic for Customer Service & Support

- ✅ *Multichannel Communications (Voice, Email, Chat)*

- ✅ *3rd Party Integrations (CRM, CSM, etc.)*

- ✅ *Call Routing Tools (IVR, ACD, Skills-Based Routing)*

- ✅ *Self-Service IVR Capabilities*

- ✅ *Queue Management*

- ✅ *Client Record Screen Pop*

- ✅ *Automatic Call Recording*

- ✅ *Quality Management Tools (Whisper, Silent Monitor)*

- ✅ *Robust Reporting Engine*

*Easily build custom reports, graphs, and KPIs highlighting the metrics that matter most to your organization, and direct customers to an IVR survey once an interaction is complete to collect valuable information about each client's service experience.*