FIRST CALL RESOLUTIONS FOR YOUR CONTACT CENTER

Despite customer satisfaction ratings dramatically dropping when two or more interactions are required to address the same issue, today 32% of incoming customer inquiries and concerns are still not resolved the first go-around. With 3CLogic, grant your contact center the features and flexibility to solve client inquiries on the first try while reducing employee turnover, increasing customer retention, and improving your bottom-line.

HOW TO IMPROVE FIRST CALL RESOLUTIONS:

Interactive Voice Response (IVR) Menu: Get the conversation started right. With 3CLogic's easy-to-use and flexible IVR tool, seamlessly react to changes in call volume and customer inquiries, pre-set customer expectations with relative ease, and avoid wasting your contact center's valuable time.

Skills Based Routing: Your contact center's time is as valuable as the customers' it serves. Increase the overall satisfaction of your clients while enhancing the productivity of your representatives with our skills based routing feature, directing each customer to the most qualified individual.

Integration with Existing Platforms: The inability to quickly access client and systems data while addressing customer needs accounts for 60% of low first call resolution rates. Eliminate the frustration and ineffectiveness of gathering customer information from disparate systems with 3CLogic's advanced and customizable CRM, WFM, and ticketing integrations.

Automatic Call Distribution (ACD): Run a more efficient team with automatic and instant access to client records from your lead management, CRM, Workforce Management, or Ticketing solution for every inbound call.

Agent Retention: For every 1-5% increase in employee retention comes a 1% increase in first call resolutions. With 3CLogic, offer your agents the flexibility, technology, and guidance needed to succeed, while allowing your customers to reap the benefits.

Scripting: As part of your company's front line, your contact center's success hinges on your representatives having access to the most relevant information and guidance to solve your customers' needs. With 3CLogic's dynamic scripting framework, keep your representatives ahead of any changes in company, market, or client expectations in real-time.