

# INBOUND CONTACT CENTER SOLUTIONS

In a world short on time but high on expectations, your contact center has never been more important. At 3CLogic, we understand what makes a contact center work, so we have designed our inbound call center software to meet today's needs and tomorrow's challenges. Take your business to the next level with our skills-based routing, automated call distribution, advanced CRM integration features, and more.

## 3CLOGIC'S INBOUND 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.



**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.



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



**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.



**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.



**Dynamic Screen Pop:** 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.



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



**Call Recording 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.