

# MULTICHANNEL COMMUNICATIONS WITH 3CLOGIC

Communications have come a long way since the age of the telegram. With the emphasis on speed and efficiency coupled with increasingly demanding customers, staying flexible, convenient and available has never been more important. With 3CLogic, enjoy the benefits of a multichannel communications platform to serve your modern clients living in a modern world.

## 3CLOGIC'S COMMUNICATION CHANNELS



**Voice:** Enjoy inbound, outbound, and blended voice capabilities to assist your sales, marketing, service, and/or support teams in providing the highest quality customer experience.



**Email:** Quickly create, manage, and send personalized or pre-populated emails to any lead or pre-existing customer within one simple user interface.



**Mobile Text:** Easily send text messages to customers' mobile device once a disposition is chosen, personalizing their overall experience with your business, and allowing you to grasp their attention while on the go.



**Chat:** Allow customers to conveniently type any questions, comments, or concerns to a live rep, or simply enjoy the convenience of rep-to-rep internal communications within your business.

## WHY USE A MULTICHANNEL COMMUNICATIONS PLATFORM?



**Automation:** Simplify your agents' ability to deliver superior customer service while maximizing their productivity with automated emails, messages, and client updates based on any selected disposition. Fast. Efficient. Simple.



**Convenience:** If your contact center is difficult to reach, odds are, your customers won't try; instead they'll simply leave. With multichannel communications powering your business, become a convenient destination for your client base, improve lead generation, and enhance the overall customer experience.



**Adaptability:** While voice may be the prominent platform today, the increasing popularity of alternative communication channels (i.e. email, text, chat) is quickly justifying the importance of maintaining a flexible contact center. Stay relevant, improve customer engagement, and keep your competitive edge with 3CLogic's full suite of multichannel communication capabilities.