OUTBOUND CONTACT CENTER SOLUTIONS

Busy and always on the move, today's prospect is no easy target. So, how can your call center stay in front of its intended audience? At 3CLogic, our outbound software was built with you and your agents in mind. Increase talk time, improve contact rates and connectivity, lower operational costs, and raise the overall performance of your contact center with our complete cloud software solution.

3CLOGIC'S OUTBOUND FEATURES:

Click-to-call: Contact clients directly from your CRM, ticketing, or WFM solution with the simple click of a button, removing the need to manually dial numbers.

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.

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.

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.

Scripting: Create, edit, and update dynamic scripts to guide your agents activities in real-time.

DNC Compliance Screening: Automatically screen leads prior to any outbound campaign to ensure compliance with your Do Not Call List.

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

Lead Preview Pop: Within a single user interface, automatically populate any customer record stored within your CRM, ticketing, or WFM solution before initiating outbound campaigns.

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