Omni Channel Contact Center

Telesystem

Your contact center is crucial in shaping how customers understand your business. You need the right technologies to connect them with your agents, whether they're reaching out via phone, email, chat or social. They expect high-quality service on every channel - and with omnichannel contact technology from Telesystem, you can deliver it.

In an omnichannel contact center, every chat, email and call is routed to the best available agent and placed in full context for an informed response. Agents get to view everything within a consolidated dashboard, with no additional monitors required. Meanwhile, customers enjoy a superior experience regardless of how, when or where they're contacting you from.

Advanced features like Global Queuing, Outbound Contact Campaigns, CRM integration and Call Recording with searchable call logs ensure you can continually improve your contact center interactions.

Implementing Best-in-class Customer Interactions

Unlike traditional on-premise contact center solutions, our Omni Channel Contact Center leverages the "Software as a Service" (SaaS) model, which means your solution can be easily deployed with no need for expensive on-site equipment. Backed by Telesystem's white-glove implementation and support, we're with you every step of the way so your transition to the cloud is seamless.

Agent Productivity

- ACD with global queuing
- Inbound and outbound voice queues
- Route calls, SMS, emails and social media
- Seamless integration of multiple-locations
- Integrate at-home agents in contact flow
- Automated call-back & click-to-call

Interactive Voice Response (IVR)

- Pre-recorded responses to guide callers
- Automatic Speech Recognition (ASR)
- Multi-lingual support in a single call flow
- CRM Integration
- Queue-by-queue IVR data & call info stats

Monitoring & Intelligence

- Agent forecasting & scheduling
- Live monitor, whisper, barge-in
- Multiple interaction call recordings
- Customized reports
- Real-time graphical dashboard

Dynamic Notifications

- Voice, SMS & email capable
- Easily create and run custom campaigns
- Buildable templates library
- Live dashboard campaign reports
- Send reminders, surveys, delivery notificaitons, promotions, weather alerts, & more