EFFECTIVE CASE MANAGEMENT IN THE SALES DEPARTMENT, CUSTOMER SERVICE, IT HELPDESK, ETC.

ZYLINC CONTACT CENTER

With Zylinc Contact Center you can service your customers quickly and efficiently to give them a positive experience when they contact your sales department, customer service, IT help-desk, etc.

At the same time, Zylinc Contact Center enables optimum usage of company resources and delivers a constant overview of the workload on queues and among the agents.

Supported platforms

broadsoft

Microsoft
• Teams
• Skype for Business
• Lync

CISCO
• Communication Manager
• Unified Presence & Jabber

GENERIC SIP
• Business Trunks
• Direct SIP
• Q-Sig or through ISDN SIP Gateway

CALENDAR INTEGRATION
• Microsoft Exchange
• IBM Lotus Notes
• Google Calendar

Contact us directly and let us tell you how we can adjust our solutions to your company!

FACILITIES

Advanced distribution of incoming calls.

Outbound campaign distribution list.

Advanced callback, saving time for the customer and evens out the queue load more even.

Multimedia agents, distribution of chat, e-mail and social media.

Audio and text messages informing customers of their number in the queue, alternative service options, advertisements etc.

Agent cooperation – dividing contact center agents into primary and secondary call receivers (skill-based routing).

Queue overview for each individual Contact Center agent.

Integration to enterprise CRM and other systems. Contact Center agents are provided relevant information about the customer, e.g. customer ID and historical data.

IVR Customer identification – customers enter account numbers or other type of identification.

History of the customer (last three calls).

Supervisor features for efficiency monitoring as well as statistics reporting.

■ Statistics module

Statistics module with report function and overview on call handling, efficiency of agents, and information for workforce planning and adjustment of all call flow in order to use Contact Center resources efficiently.

■ Wallboard

Wallboard enables all agents to see calls in queue, number of agents signed in/out, queue time and service level.

■ Administration portal

Administration portal lets you set up groups, calibrate call flow, assign roles, establish overflow, callback and audio messages, set service targets and record messages for peak periods.

■ Also as mobile client

- Basic configuration, queue-choice, log-in/out
- Basic switch (automatic, caller ID, blind transfer, simpel switch).
- Presence control (presence, stand-by, busy)
- Send Feedback
- Notifications
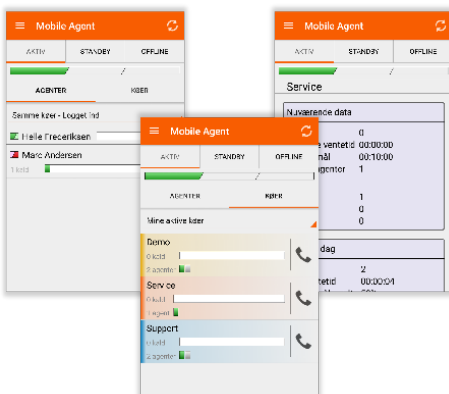
■ Full integration

Zylinc Contact Center works as a stand-alone solution. The company obtains benefits and create synergy by implementing Zylinc Attendant Console and the other Zylinc solutions, enabling the company to communicate efficiently and provide the best customer service possible.
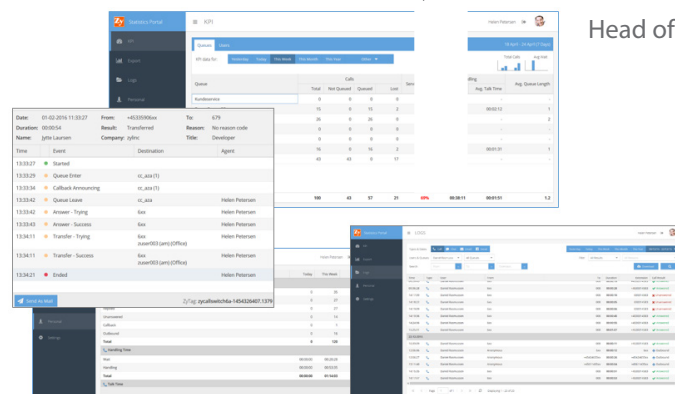
■ Also a management tool

"Being responsible for the bank's hotline, I find it important that Zylinc Contact Center also supports management. Using the system I have a constant overview of our hotline employees: Who is logged on to the system, who is busy, who is logged out, and who has been disconnected from the system".

- Carsten Toftegaard
Head of department Sydbank