

MULTIMEDIA CONTACT CENTRE (MCC)

From your company's perspective, gaining competitive edge in your industry is simply how to manage the relationship with your customer well. Multimedia Contact Centre (MCC) offers multimedia routing with dynamic Automatic Call Distribution (ACD) functionality, Computer Telephony Integration (CTI) technology, Interactive Voice Response (IVR), digital recorder, voice mail, e-mail and internet, etc. Definitely, MCC drives closer customer relationship via multi-channel interactions and provides sufficient information for supervision to your customers. It enhances agents' productivity and quality leads to customer satisfaction and loyalty, and brings profitable return on investment to your company.

The Benefits

- Independent of PABX.
- Easy implementation.
- Value for money performance.
- High successful rate.
- All-in-one open platform.
- No third party CTI components
- User-friendly and easy support - general IT knowledge.
- High scalability.
- Easy integration with legacy system.

Advanced Features

- PBX interchange functions
- Unified agent screen with CRM interface
- Automatic multimedia Call Distribution (ACD) Function
- Skill-based routing
- Pop-up screen display with comprehensive caller information
- Inbound and outbound call management
- Digital Call Recording/Logging (with encryption option)
- Complete Supervisor Management facilities
- Preview/Auto/Predictive Dialers
- Interactive Voice Response System (IVRS) with GUI setup
- Web Chatting and Web Call back

