Call Centre Solution

MSC

HELP DESK

NuSuara Help Desk System is a customisable call center solution that provides an effective platform for customer service department. It answers calls for your customer services or support department professionally. The system automatically routes callers to the right departments or agents effectively.

The Benefits

- Supervisors or management can monitor the system remotely.
- Supervisors can track and analyse call statistics using online reports.
- Convenient single point-of-contact for all enquiries.
- The system attends to customers 24 hours a day, 7 days a week.
- The system offers callers to leave voicemails when agents are not available.
- The versatile system is both voice and touch-tone enabled, giving callers the option to use whichever technology they are comfortable with.

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Advanced Features

AUTOMATIC CALL DISTRIBUTION (ACD)
The system routes callers to the right queue and route to the next available agents.

REALTIME SYSTEM STATUS
Real time information on the status of the call and agent.

VOICEMAIL
The system offers callers an option to leave voicemails when agents are not available (e.g. during non-office hours, holidays or all agents are busy).

VOICE LOGGER
The conversations between callers and agents are recorded.

SYSTEM COMPATABILITY
The Help Desk system can be easily integrated with your PABX.

SYSTEM CUSTOMISATION
The system can be easily integrated with your CRM or ticketing system.

ONLINE REPORTS
Supervisor can see the online reports on call statistics or agent performance.

POP-UP
When agents pick up calls, callers' information appears on the agents' pop-up screens.

WRAP UP
Agents can categorised the calls (e.g. enquiry, complaints) or add comments to the calls during wrap time.

Organisations such as Putrajaya Holdings, Gas Malaysia and D-Villa Residence utilise the self-service Help Desk solution to administer large volumes of incoming calls, and ensure service excellence.