

Simplified Omnichannel Communications for an
Enhanced Customer and Team Experience



PRODUCT OVERVIEW

Contact Center



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WHAT IS

Contact Center?

PBXware Contact Center edition gives busy organizations the tools necessary to simplify and enhance all incoming and outgoing communications. This solution can regulate a bustling contact center, streamline communications in a large business, and improve the customer experience for virtually any organization with customers.

With all of the tools needed to manage omnichannel communications, Contact Center improves the customer experience and empowers businesses to take full control of their communications with consistency, flexibility, and accountability.





Omnichannel Communication for Enhanced Customer Experience

Contact Center Edition simplifies and enhances communications for contact centers, large businesses, and organizations. It synergizes omnichannel communications with a united interface, encompassing voice calls, email, SMS, WhatsApp, Facebook Messenger and Live Chat. This ensures consistent and exceptional customer experiences with quicker issue resolution and automatic replies.



Detailed Reporting and Dashboards for Informed Decision-Making

Contact Center PBXware empowers decision-makers with detailed reports and real-time dashboards. The Conversations Overview feature consolidates requests, offering insights into operations, motivating teams, and enabling resource allocation.


Specialized Supervisor Features for Superior Support

Supervisors benefit from whisper messaging and integration with gloCOM Agent and Supervisor editions, offering real-time monitoring and personalized experiences.



Dynamic Call Routing and Queues for Productivity and Efficiency

Contact Center PBXware offers flexible routing strategies, including skills-based and priority routing. It optimizes agent performance with user-friendly interfaces, reducing agent burnout.

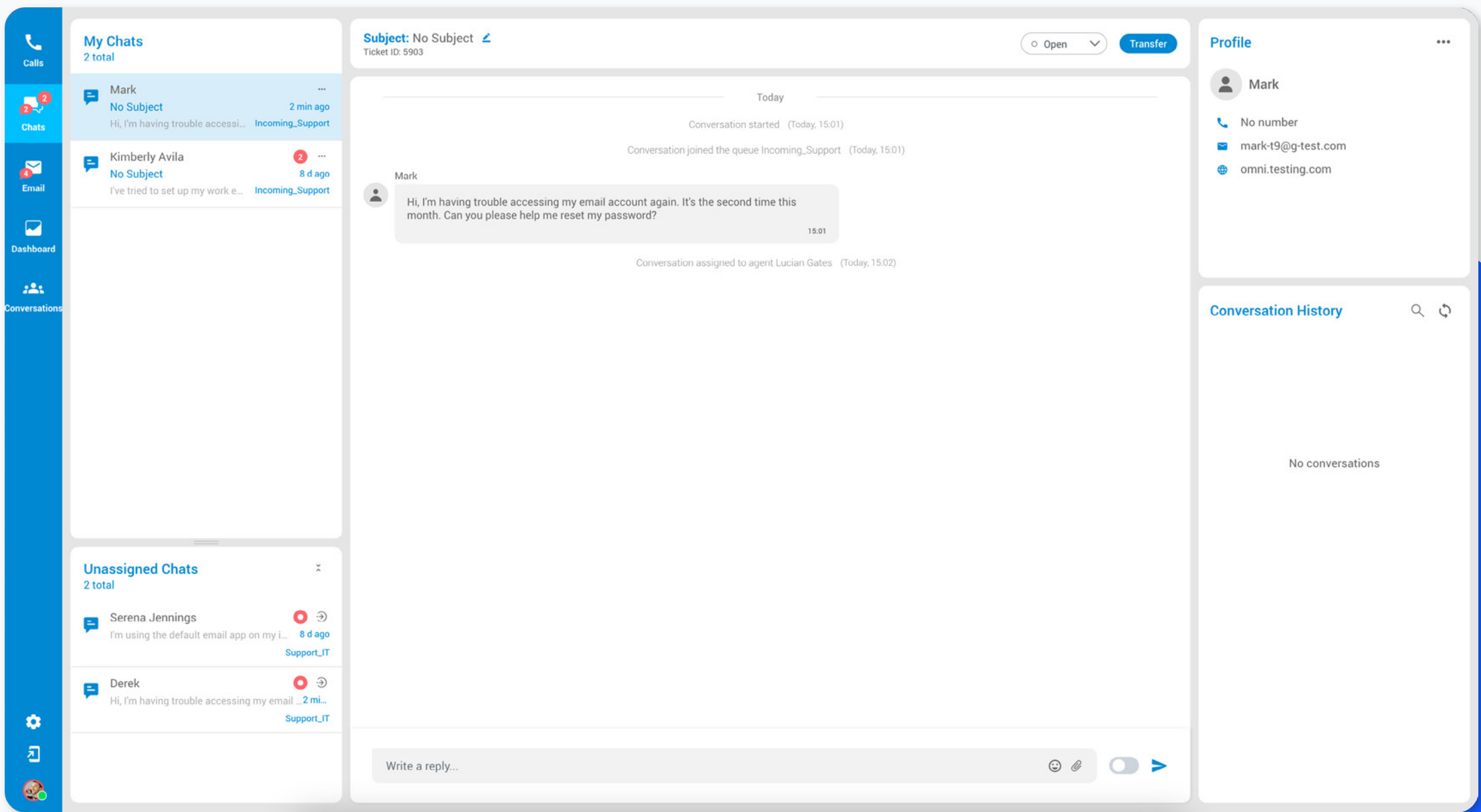


Integrated Unified Communications Features & Benefits

OMNICHANNEL FOR AN ELEVATED CUSTOMER AND TEAM EXPERIENCE

Contact Center is now omnichannel with a united interface that facilitates multiple streams of modern and traditional communication. From voice calls and email messaging to SMS and live chat, even Whatsapp and Facebook Messenger, the myriad of digital channels is sure to serve more customers and their consumers.

Our chatbot takes customer service and support to the next level with automatic replies and options that get customers where they need to be more quickly. It offers options like our configurable Prechat form that helps provide businesses with key information about a customer over LiveChat and the ability for businesses to turn the prechat form off in order to comply with customer privacy protection laws of individual countries.

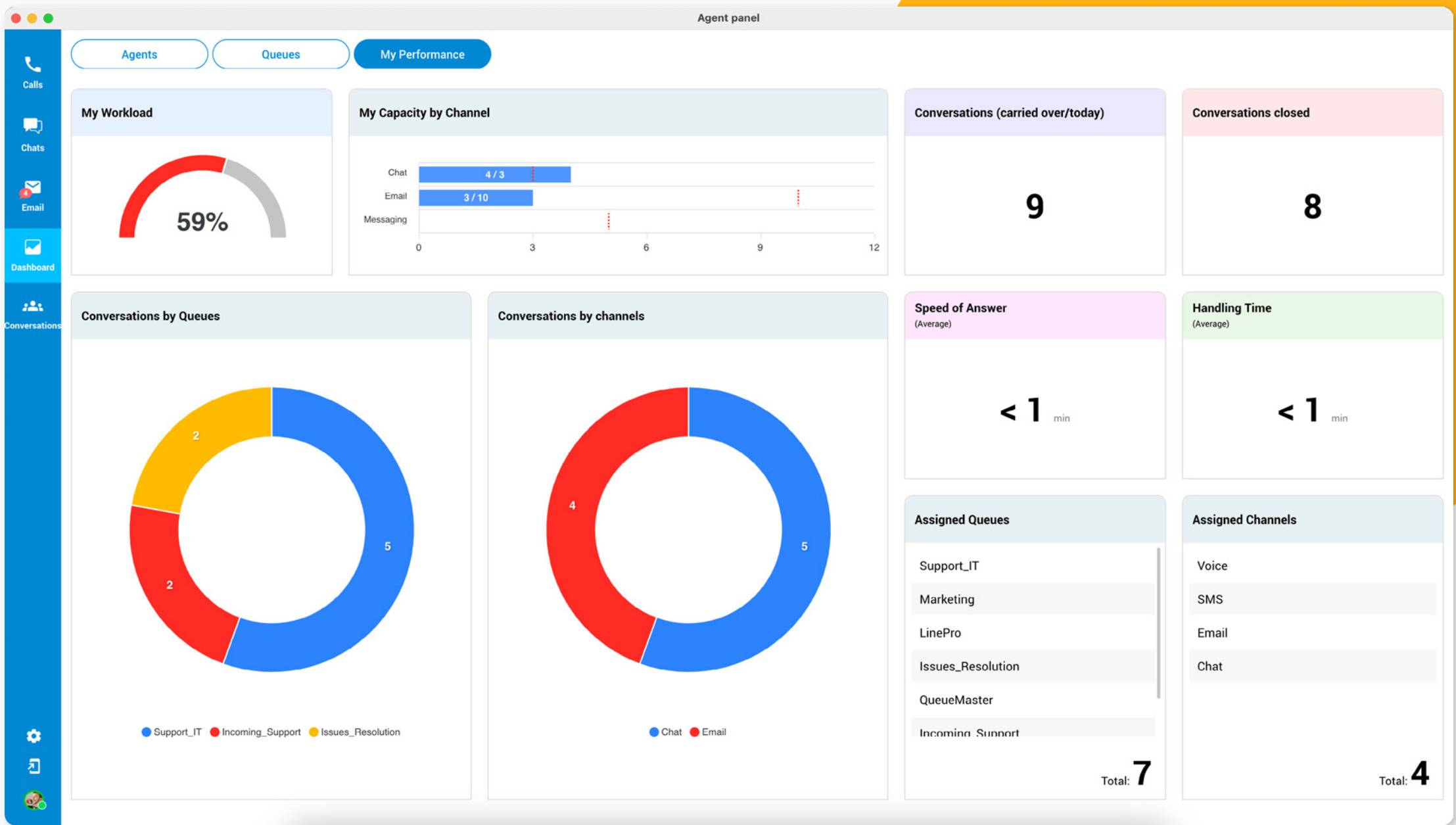


It also offers the Leave us a Message form that enables conversation continuation in case of missed messages from customers. Additionally, for the Email channel, users can set a custom email folder up, ensuring that agents handle only relevant emails in order to maintain focus and enhance productivity while maintaining high support quality levels.

Your customers will be thrilled not only to give this option to their end users, but also to liberate some of their team’s time and focus direct contact with real people where it is most needed. Omnichannel technology offers a more consistent customer experience since all communications are saved and synced in one solution. Contact center agents will appreciate being empowered with all the relevant information at their fingertips and consumers will love feeling heard and responded to quickly.

DETAILED REPORTING AND DASHBOARDS FOR UNMATCHED VISIBILITY IN DECISION-MAKING

Profoundly detailed reporting options and real-time dashboards give contact center supervisors full visibility and capacitate them to make swifter, smarter decisions to increase productivity and profitability.



The conversations overview feature brings all incoming requests from across different channels together with pertinent information, status, and transcripts or recordings. This absolute visibility takes customer service to a new level of efficiency and speed.

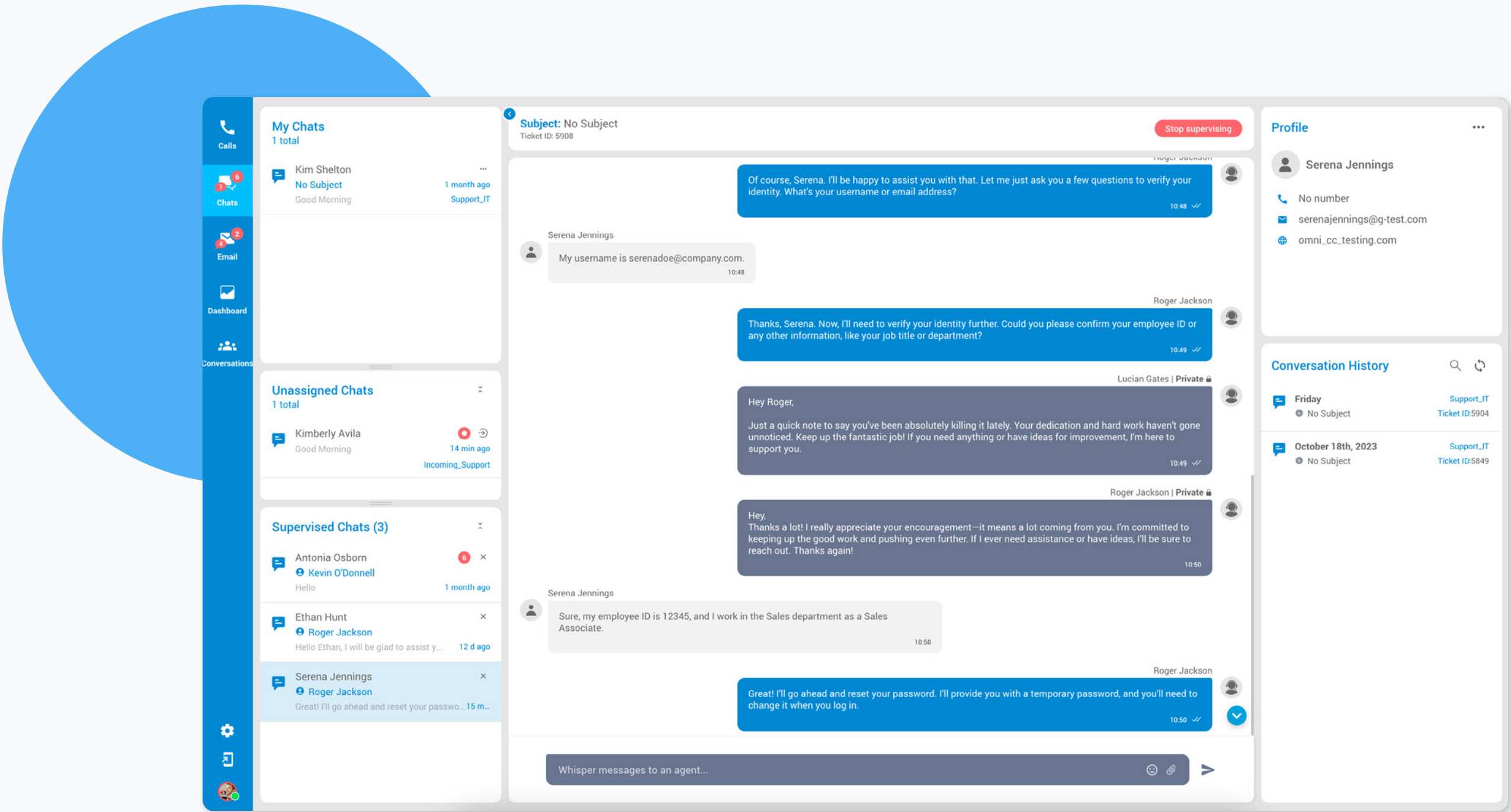
Real-time reports and dashboards can motivate team members to perform better as they clearly see the results from the peers and give supervisors a quick, concise understanding of the daily operations.

Armed with this knowledge, supervisors can make informed decisions on where to allocate resources for paramount efficiency.

Additionally, the agent auto-logout feature adds an extra layer of accuracy to reports by ensuring all idle agents are automatically logged out at scheduled times.

SPECIALIZED SUPERVISOR FEATURES EMPOWER MANAGEMENT TO SUPPORT THEIR TEAM MORE EFFECTIVELY

PBXware Contact Center caters to supervisors with extremely high-level features that empower them to support their team in offering superior customer service.

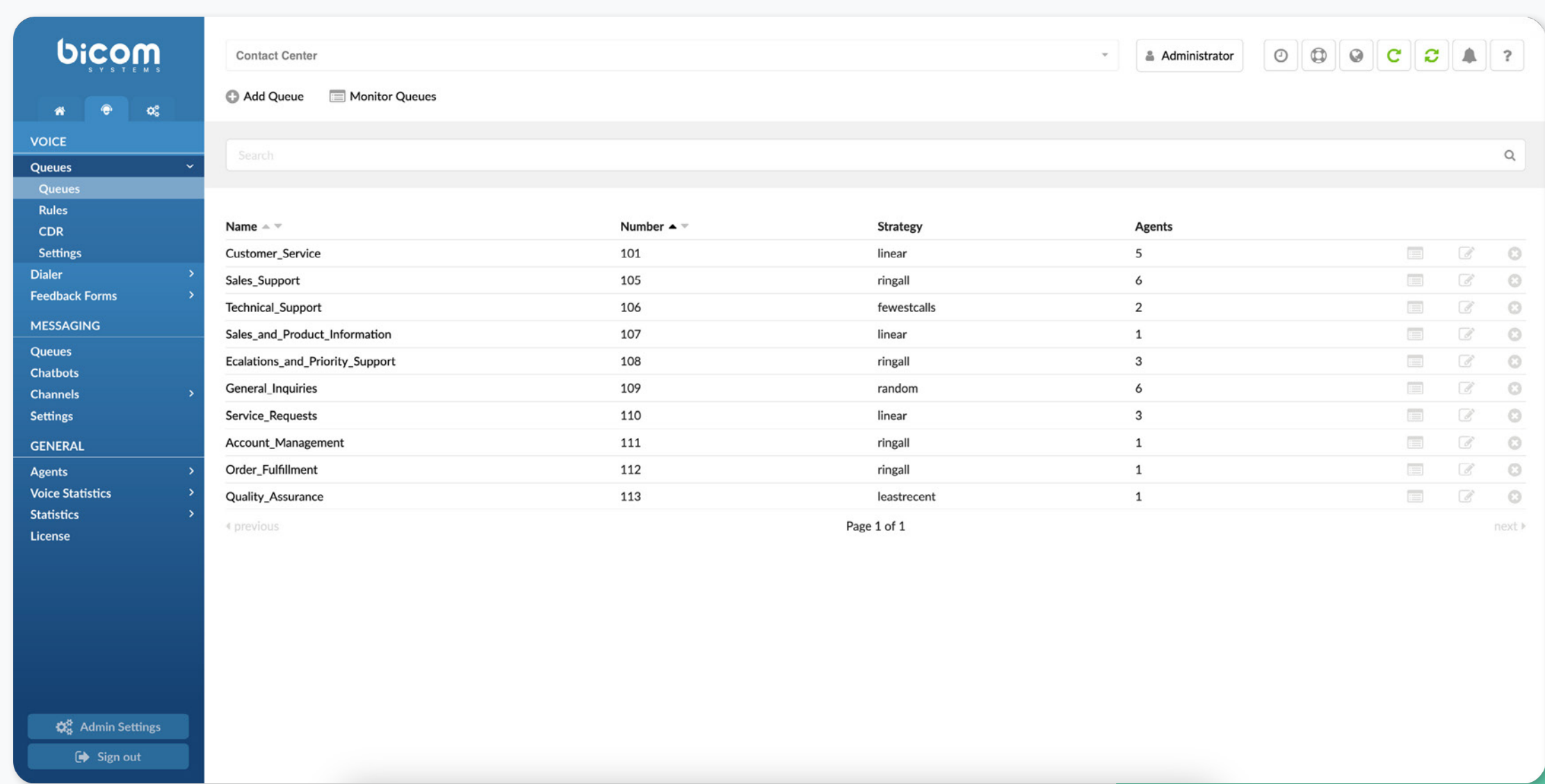


Whisper messaging enables supervisors to speak or write to their agents in real-time without the customer’s knowledge. This is useful for providing information the customer is seeking, giving reminders about team goals and ethics, or granting permission for things like discounts or incentives to improve the customer experience. The supervisor saves time by popping into and out of communications without introducing themselves or making small talk.

Our new omnichannel release of Contact Center unifies all tools for supervisors and agents in one interface. The newest app includes blended Agents and Queues dashboards for all channels. But for some scenarios, the old Supervisor edition of Contact Center remains available to offer comprehensive insights and real-time monitoring of voice queues and all agents.

DYNAMIC ROUTING AND QUEUES FOR ULTIMATE PRODUCTIVITY AND EFFICIENCY

With the help of a rich set of features to enable flexible configuration of queues and routing strategies, contact center customers can achieve an optimal productivity level and minimal wait time for their end users.



Give your customers the ability to reach full efficiency with dynamic call routing options. Contact Center supports eight different voice routing strategies, including skills-based and priority level routing. Returning customer option for messaging and voice channels attempts to connect end users with the agent they spoke with previously, saving time and frustration for both parties.

These voice routing strategies plus custom wrap-up time setups and greetings automations, coupled with a myriad of predefined reports or extractable raw data, enable contact center users to test and discover combinations that produce the most answered calls, least agent idle time, and ultimately better agent performance that will lead to increased customer satisfaction.

Aside from strategies for voice queues, provide your customers different routing strategies for messaging queues, utilizing either Manual or Auto Assignment strategies based on preference in order to help them achieve the best results in terms of efficiency and customer handling time with the Auto Assignment strategy taking factors like agent capacity per channel, agent availability, total workload, total unserved time and more into account.

A FEATURE SUITE WITH A FOCUS ON CUSTOMER EXPERIENCE

Further enhance the customer experience across all channels through a suite of tools implemented into the Contact Center shell like LiveChat forms, Customer Satisfaction surveys and the Returning Customer feature.

The Customer Satisfaction survey feature allows administrators to create fully customizable surveys which customers can choose to leave feedback on in the form of agent rating and an optional additional comment.

After submission, the answers are automatically recorded and tracked on the Agent Leadboard, giving you a clear overview of incoming data on the Dashboard.

The Customer Satisfaction Survey feature is available for Voice, SMS, LiveChat, Facebook Messenger and WhatsApp communication channels.

AN EXPERTLY DESIGNED USER INTERFACE CREATES POSITIVE TEAMS

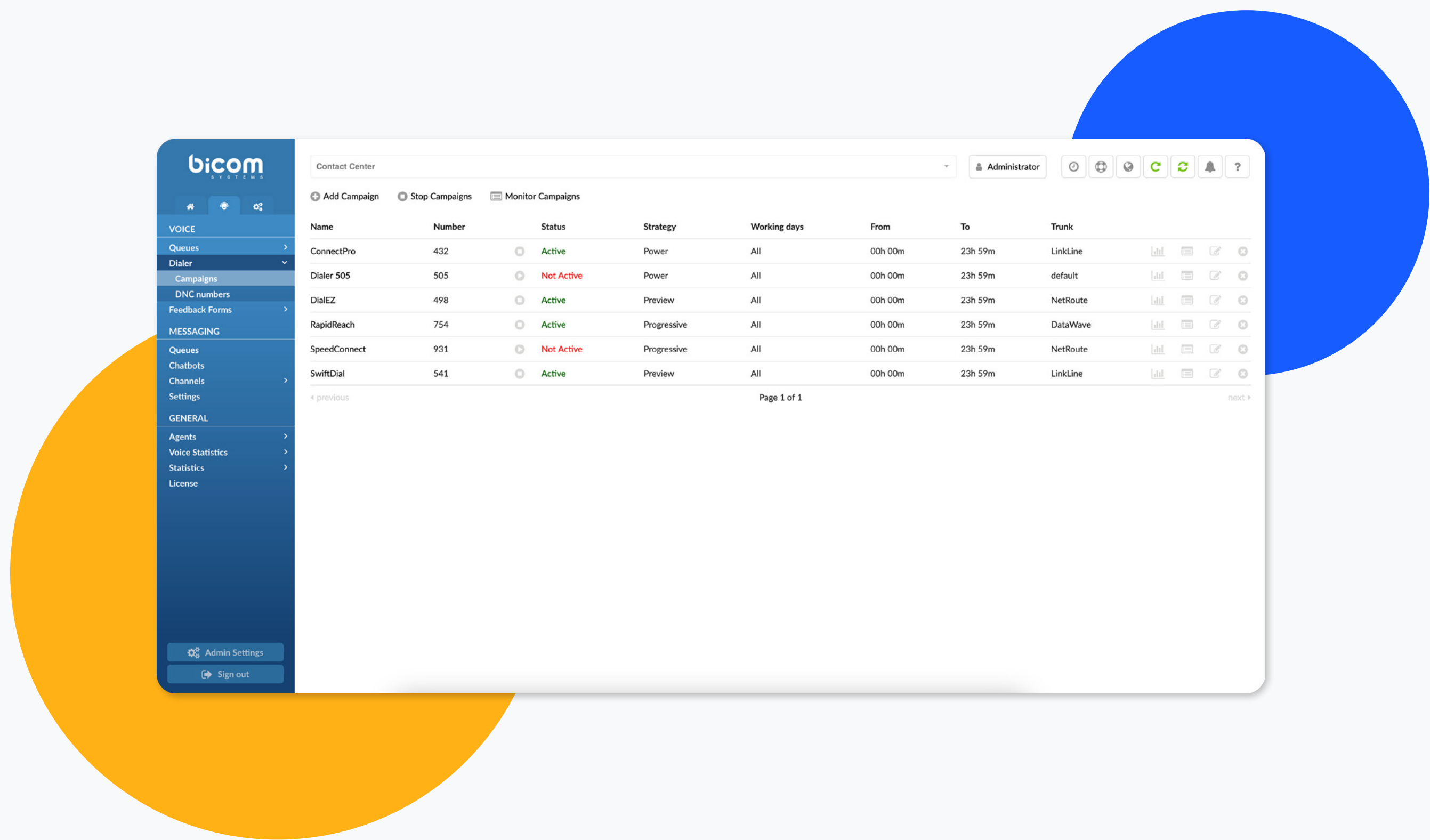
Our Contact Center User Interface is highly user-friendly and intuitive, allowing users to become proficient almost immediately. With all of the information and tools at their fingertips, agents become more capable and cheerful and can focus on what matters most: the customer.

By giving your customers an expertly designed UI, you are ultimately giving them an efficient, productive, positive team.



AN AUTOMATED DIALER TO SAVE TIME

Our dialer feature allows agents to upload a list of contacts and call them automatically without spending time dialing each number. Not only will this increase customer satisfaction, it also decreases agent burnout and employee churn - costly issues for any organization.



CANNED RESPONSES

Canned Responses embolden Contact Center’s tool arsenal by allowing agents to resolve some commonly asked customer queries faster by relying on a preset list of answers, enabling them to focus on more complicated tasks.

SEAMLESS CRM INTEGRATIONS

Contact Center seamlessly integrates with a great number of vital business applications like Salesforce, SugarCRM, Zendesk, ZOHO, MS Dynamics, and more. Bridge communication gaps with ease and streamline operations.

Thanks to our proprietary CRM option, customers can also implement any CRM of their choice on their own.

BOOST YOUR PROFIT BY SAVING MONEY

Our contact center solution is much more affordable than other solutions with similar features. Our strong commitment to cost-effectiveness and awareness of your profit margin are an integral part of our development and design process. Spend less money on your solution to cushion your bottomline.



SEAMLESS INTEGRATION WITH OUR OTHER SOLUTIONS FOR ADDITIONAL BENEFITS

Our Contact Center PBX platform integrates seamlessly with our Contact Center Unified Communications application to synergize customer engagement with employee communication and collaboration. Go a step further with our virtual Meeting solution, hosting provided by SERVERware, and even added security protection with sipPROT. Seamless integration offers maximum efficiency and enables you to become a one-stop-shop for your customers.

EASY DEPLOYMENT

Seamless integration into your existing infrastructure ensures minimal downtime and maximum efficiency. Our experienced team will work closely with you for a seamless and hassle-free deployment process and training. All of our solutions are highly unified for a quick and easy setup.

Expert Support at Your Fingertips

We offer more than a comprehensive solution: our highly trained experts are always available to address any system-related issues or questions that you may have, ensuring seamless operations and peace of mind.



CONTACT BICOM SYSTEMS TODAY

to find out more about our services



Bicom Systems (USA)

2719 Hollywood Blvd
B-128
Hollywood, Florida
33020-4821
United States
Tel: +1 (954) 278 8470
Tel: +1 (619) 760 7777
Fax: +1 (954) 278 8471
sales@bicomsystems.com



Bicom Systems (CAN)

Hilyard Place
B-125
Saint John, New Brunswick
E2K 1J5
Canada
Tel: +1 (647) 313 1515
Tel: +1 (506) 635 1135
sales@bicomsystems.com



Bicom Systems (UK)

Unit 5 Rockware BC
5 Rockware Avenue
Greenford
UB6 0AA
United Kingdom
Tel: +44 (0) 20 33 99 88 00
sales@bicomsystems.com



Bicom Systems (FRA)

c/o Athena Global Services
Telecom
229 rue Saint-Honoré – 75001
Paris
Tel : +33 (0) 185 001 000
www.bicomsystems.fr
sales@bicomsystems.fr



Bicom Systems (ITA)

Via Marie Curie 3
50051 Castelfiorentino
Firenze
Italy
Tel: +39 0571 1661119
sales@bicomsystems.it



Bicom Systems (RSA)

12 Houtkapper Street
Magaliessig
2067
South Africa
Tel: +27 (10) 0011390
sales@bicomsystems.com

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www.bicomsystems.com