



CMMI LEVEL3 COMPANY

CLOUD CALL CENTER

Complete Call center features

The image shows a smiling female call center agent with blonde hair, wearing a blue shirt and a headset. She is holding a microphone to her mouth. Surrounding her are several circular icons with text labels: "Live Monitoring", "ACD Management", "Disposition", "100% Recording", "Inbound & Outbound Calling", and "No Need of PRI". In the background, there are faint images of a world map and a bar chart. On the right side, there is a large white stylized letter 'A' with the word "FEATURES" written vertically inside it.

BENEFITS OF CLOUD CALL CENTER

- ▶ CRM & Lead Management Software Integration
- ▶ Ease in Set-up
- ▶ Increased Sales
- ▶ Better Customer Service
- ▶ Reduced Operational Costs
- ▶ Optimize Agent Efficiency
- ▶ Greater Scalability
- ▶ Enhanced Security

WHERE WE CAN USE

- | | |
|-----------------------|-----------------------|
| ▶ Retail Industry | ▶ Food Chain Industry |
| ▶ Banking Industry | ▶ Fitness Industry |
| ▶ Automobile Industry | ▶ Software Industry |