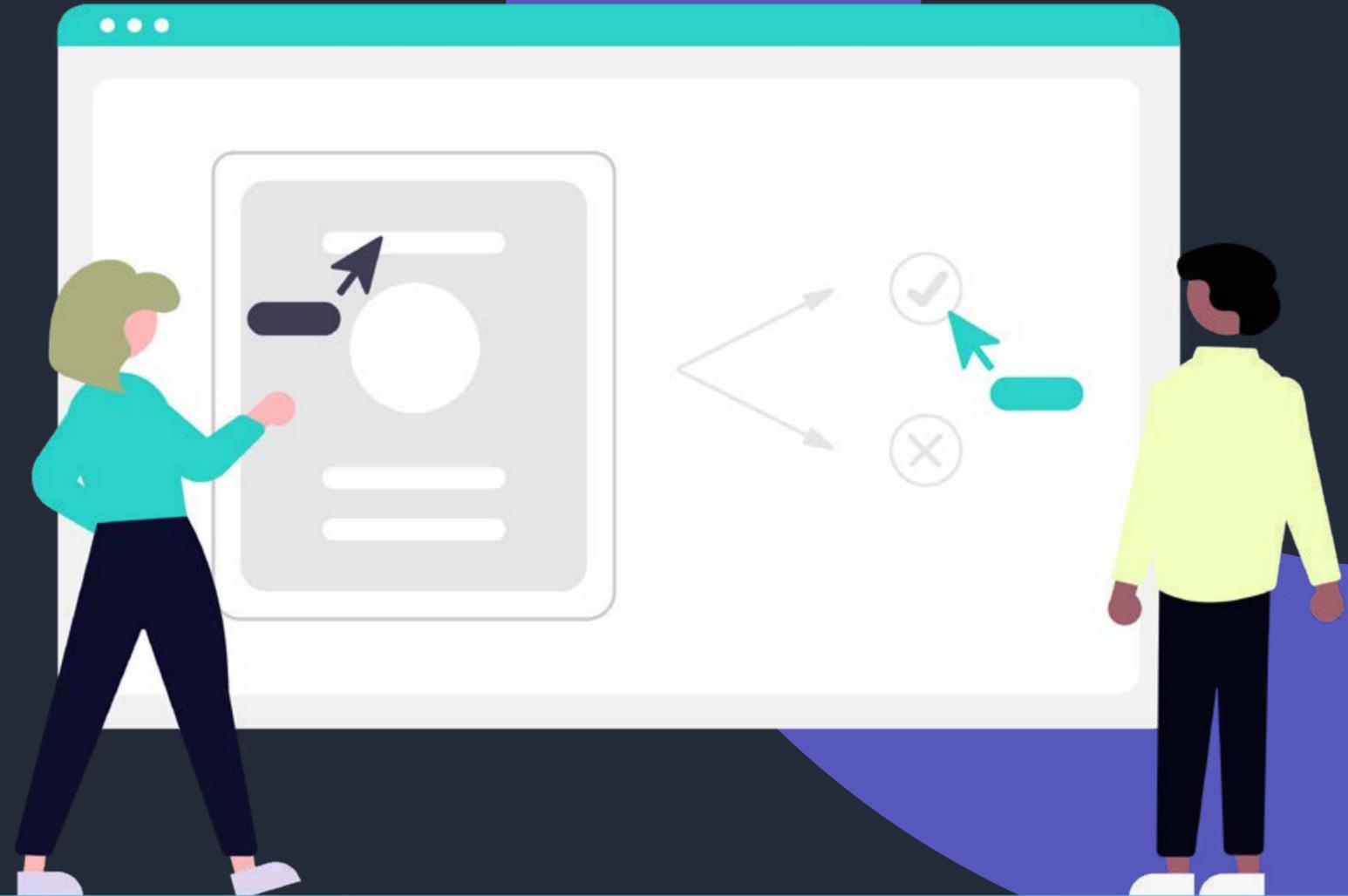


 360 MODULE:

Contact Centre



Every customer, supplier, and colleague interaction, from any platform, all within Microsoft Teams.



Your platform for customer service excellence

In today's competitive landscape, exceptional customer service isn't just a goal — it's a business necessity. Built to work natively within Microsoft Teams, C360's Contact Centre creates a unified interface for your entire customer service team.

By simplifying communication workflows and empowering agents to manage calls, messages, and social interactions within a single communications environment, you'll be able to deliver exceptional customer service, increase efficiency, and reduce operational cost.

Our Contact Centre module seamlessly integrates with Microsoft Teams, transforming it into a powerful communication hub for all your customer service needs



Omnichannel communications



Easy call and diary management



Comprehensive customer insights



Intelligent routing



Better teamwork



Enhanced performance



Realtime coaching



Lower costs



Intelligent automation

Key Features



Omnichannel Communication

Centralising voice, chat, email, and social interactions into a single Microsoft Teams interface ensures no customer query goes unanswered, regardless of how they choose to reach out.



Comprehensive customer insights

Accessing detailed customer information and interaction history at a glance empowers agents to provide a more personalised and efficient service.



Easy call and diary management

Our flexible CRM integration helps you to know who's calling and the right agent to connect them with. And with a real-time view of their current availability and diary commitments, calls can be quickly and easily transferred to the right person, or a callback scheduled for the first mutually convenient time.



Intelligent routing

Using advanced routing algorithms to direct customers to the most appropriate and available agent reduces resolution times and improves customer satisfaction.



Key Features



Better teamwork

Easily collaborate and share knowledge to resolve customer queries quickly, efficiently, and accurately.



Enhanced performance

Monitor and analyse performance in real-time with detailed analytics on call volumes, agent productivity, and customer satisfaction metrics.



Realtime coaching

Actively monitor and participate in customer calls or utilise the whisper functionality to discreetly assist agents.



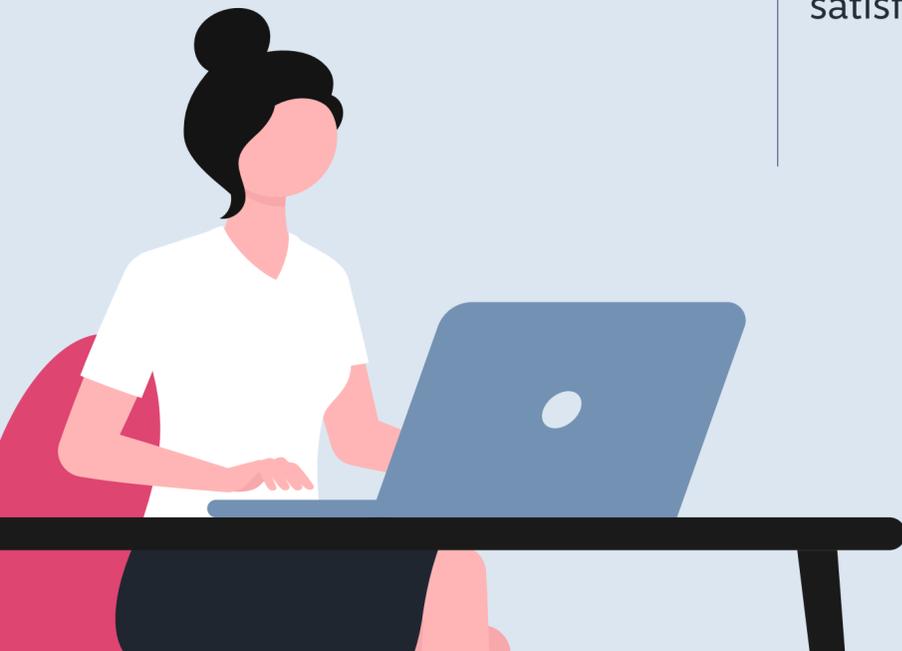
Lower costs

Unifying communications within a single platform eliminates the licensing, operational, and management costs of running multiple software solutions.



Intelligent automation

Using AI-powered chatbots and Interactive Voice Response (IVR) systems to offer customers quick, self-service, options for common inquiries reduces wait times and frees up agents to handle more complex issues.



Integrated AI for a streamlined customer experience

Artificial Intelligence has the power to revolutionise your business and customer service capabilities.

As an integral part of the C360 Contact Centre, you'll immediately be able to streamline workflows and automate tasks for easier, quicker, more efficient communications.

- ✓ **AI-Powered Translation:** use real-time translation to provide exceptional customer service in any language
- ✓ **Sentiment Analysis:** Provide an enhanced experience based on the emotive context of each request
- ✓ **Voice synthesis and speech recognition:** Use text-to-speech (TTS) and speech-to-text (STT) for more efficient and accessible communications



Better insights for **continuous** improvement

Your C360 Contract Centre is designed to deliver ever-increasing value to your business and the customers you serve.

Our customisable reports, advanced analytics, and agent summaries help you pinpoint areas where targeted training or process refinements can improve performance and business efficiency. And with a clear picture of resource allocation and agent activity, you'll be able to maintain the highest standards of customer service with optimal levels of staff.





Secure, Compliant, Scalable

C360's Contact Centre helps you maintain trust, regulatory compliance, and protects your business reputation with state-of-the-art security tools that control how customer information and interactions are recorded, stored, and accessed.

As your business grows and changes, your Contact Centre can be easily adapted to meet your evolving needs, priorities, and business objectives. Whether it's adjusting the number of licenses, adding or removing modules, or creating custom functions and new integrations, future proofing your communications strategy has never been easier.

Let's talk

Upgrading your Microsoft Team platform to the ROGER365.io Contact Centre solution for Microsoft Teams can help you save money, boost operational performance, and deliver exceptional customer service. To find more, arrange a demo today.

Call us: +44 333 344 2801

Email us: enquiries@conversant.technology

Visit us: www.conversant.technology

