




9th
YEARS

Shaping a Better World

Omni Channel CRM



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metrosolutiold

Omni Chanel useful Industry



Real Estate



School Mgt



Healthcare



Travel Agency



Bank/Insurance



Telco

Omni Channel CRM Module



Unified Customer Database

- Centralizes customer data from various channels into a single database.
- Provides a comprehensive view of customer interactions, preferences, and history.

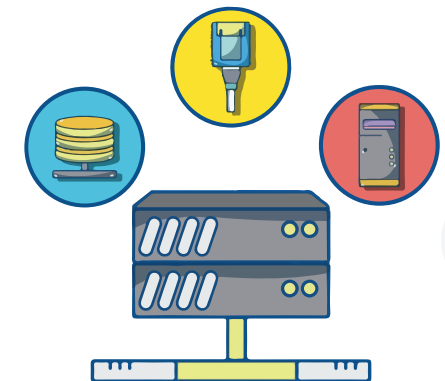


Multichannel Communication

- Facilitates communication with customers across multiple channels such as email, SMS, live chat, social media, and phone calls.
- Ensures consistent messaging and timely responses.

Channel Switching and Context Retention

- Allows customers to switch between channels seamlessly without losing context.
- Ensures continuity in conversations and enhances the user experience.



Omni Channel CRM Module

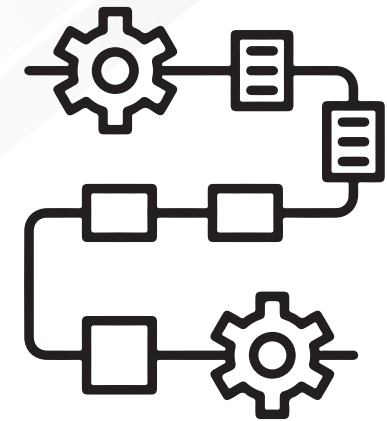


Personalization and Targeting

- Utilizes customer data to personalize interactions and deliver targeted marketing campaigns, product recommendations, and communications.
- Enhances customer engagement and fosters loyalty.

Automation and Workflow Optimization

- Automates repetitive tasks such as lead assignment, follow-up emails, and data entry.
- Streamlines processes, increases efficiency, and reduces manual effort.



Analytics and Insights

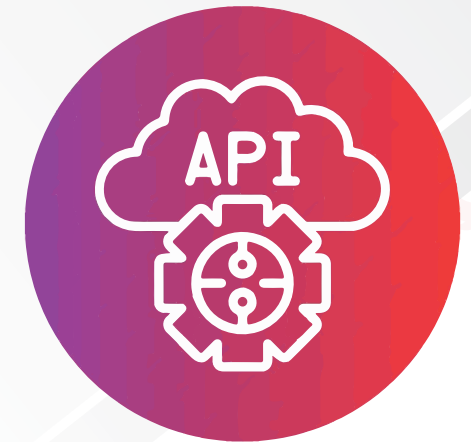
- Provides advanced analytics tools to analyze customer behavior, track key metrics, and gain insights into campaign performance.
- Enables data-driven decision-making and optimization of marketing strategies.

Omni Channel CRM Module



Integration Module

- ❑ Integrates with other business systems such as ERP, marketing automation, and e-commerce platforms.
- ❑ Provides a unified view of customer interactions and transactions across the organization.



Customer Service and Support

- ❑ Manages customer inquiries, requests, and feedback.
- ❑ Provides tools for ticket management, case resolution, and customer support tracking.

Sales and Lead Management

- ❑ Tracks sales opportunities, leads, and deals.
- ❑ Facilitates lead scoring, pipeline management, and sales forecasting.



Omni Channel CRM Module



Marketing Automation

- ❑ Automates marketing campaigns, email marketing, and lead nurturing processes.
- ❑ Provides tools for segmentation, campaign scheduling, and performance tracking.

Social Media Management

- ❑ Integrates with social media platforms for monitoring, engagement, and social listening.
- ❑ Enables social media analytics and reporting.



Mobile Access

- ❑ Provides mobile access to the CRM system via dedicated mobile apps or responsive web design.
- ❑ Enables users to access customer data, communicate with customers, and manage tasks on the go.



Omni Channel CRM Module



Security and Compliance

- Ensures data security and compliance with regulations such as GDPR.
- Implements security measures such as encryption, access controls, and audit trails.



Training and Education

- Provides training resources and educational materials for users to maximize their proficiency with the CRM system.
- Offers user guides, tutorials, and online courses.



Technical Specifications



Platform

Web-based application accessible via desktop and mobile devices.



Deployment

Cloud-based deployment with options for on-premises installation.



Compatibility

Compatible with major web browsers including Chrome, Firefox, Safari, and Edge.



Security

Utilizes industry-standard encryption protocols to ensure data security and compliance.



Scalability

Scalable architecture to accommodate growing business needs and increasing data volumes.



Customization

Offers customization options to tailor the software to specific business requirements and workflows.



APIs

Provides APIs for seamless integration with third-party applications and systems.



Maintenance

Includes ongoing support and maintenance services to address technical issues and ensure smooth operation.







CRM Features & Functionalities


















CRM Integrations Included

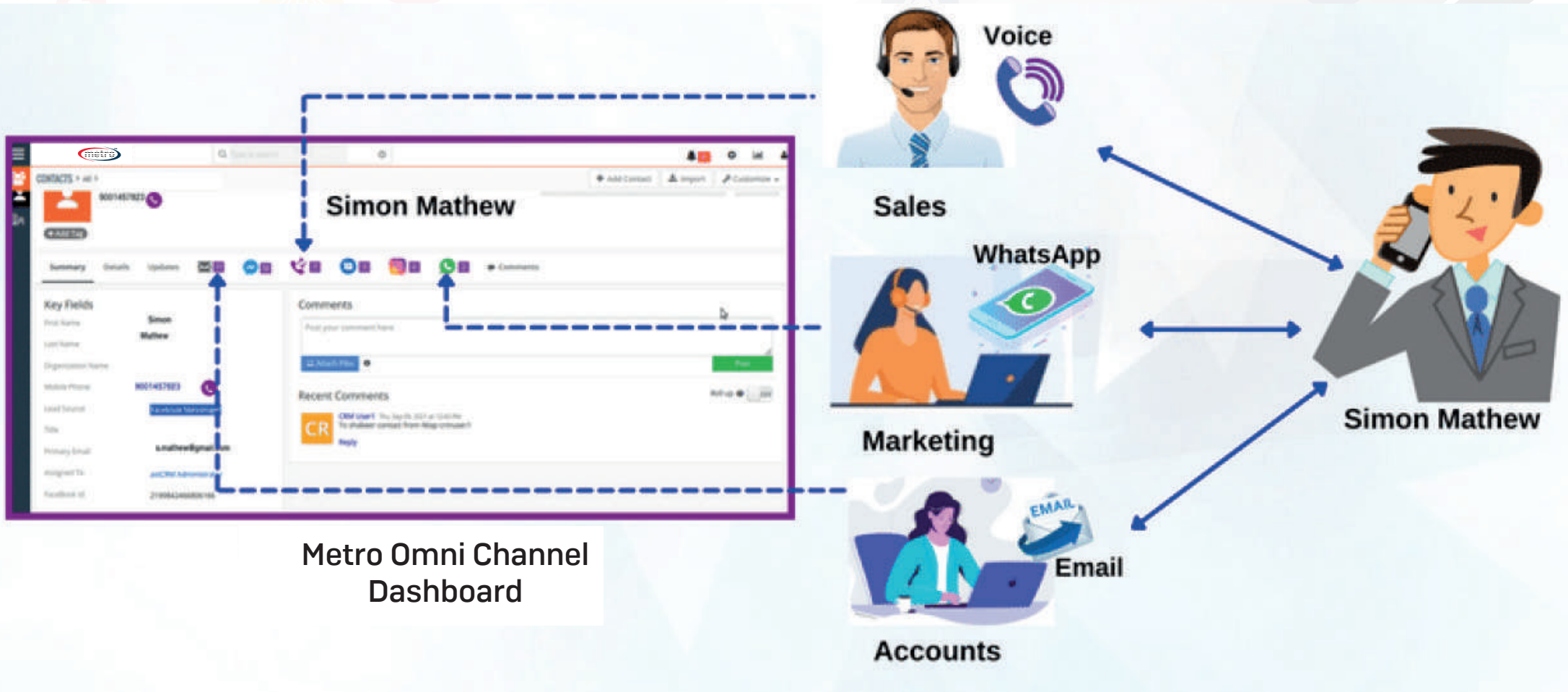


Integrations Included

-  Email [credentials required]
-  Website to capture leads [API will be provided]
- SMS upto 3 templates
[API with Approved Templates Required]
-  Integration with Dialer & Telecom Interfaces
-  WhatsApp [Business API required]
-  Social Media [API will be provided]
-  Accounts [API required]

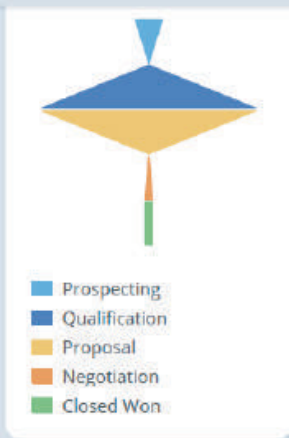
- 
-  Customer Profile
 -  Inbuilt Calendar
 -  Comment Managements
 -  Change Log
 -  Smart Reporting System
 -  Data Filters
 -  Dashboards
 -  Support Tickets
 -  Facebook Messenger Integr.
 -  WhatsApp Integrations
 -  Instagram Integrations
 -  SMS Integrations
 -  Email Integrations
 -  Metro PBX

How Omnichannel Works



Drill Down to Details from Dashboard

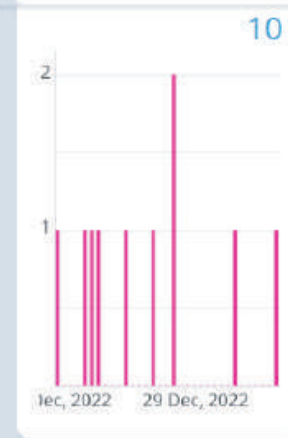
- Dashboard
- Lead Management
- Sales Automation
- Financials
- Activities
- Marketing
- General
- Reports & Analytics
- Branches & Users



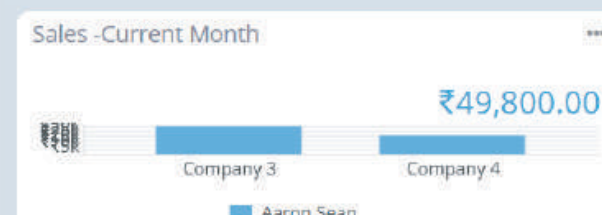
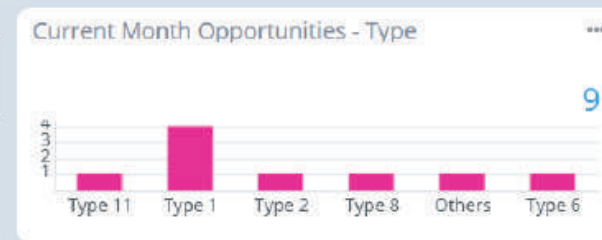
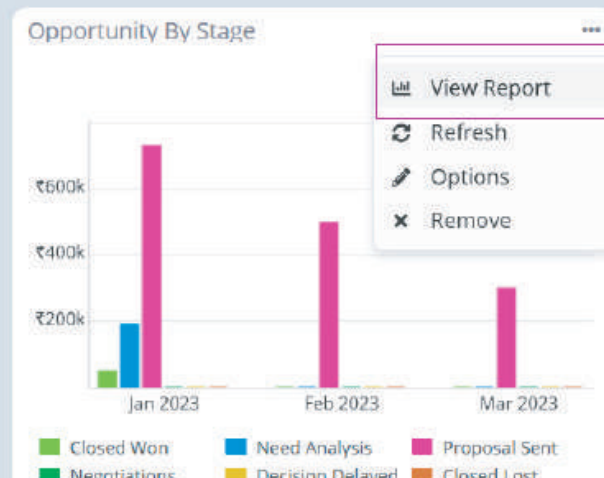
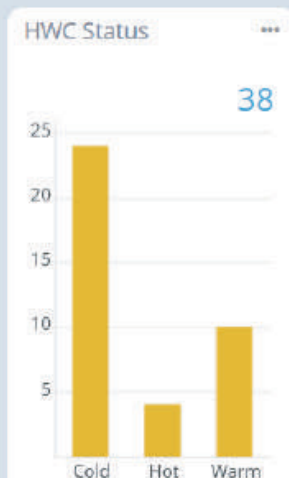
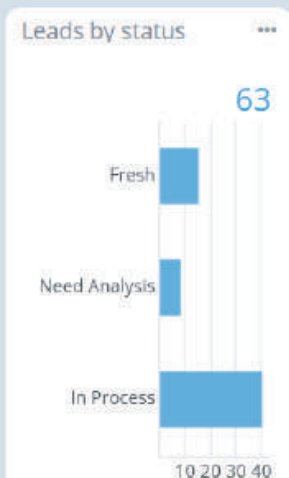
No Data

No Data

08	09	10	11	12	13	14
1						



No Data



Drill Down to Details from Dashboard

- Dashboard
- Lead Management
- Sales Automation
- Financials
- Activities
- Marketing
- General
- Reports & Analytics
- Branches & Users

Leads by status 63

Status	Count
Fresh	10
Need Analysis	20
In Process	30
Closed Won	40

HWC Status

Status	Count
Cold	25
Hot	4

Opportunity By Stage

Amount

	Jan 2023	Feb 2023	Mar 2023	Total
Closed Won	₹49,800.00	0	0	₹49,800.00

- Export
- Send Email
- Print to PDF

Lead Management

- Dashboard
- Lead Management
- Sales Automation
- Financials
- Activities
- Marketing
- General
- Reports & Analytics
- Branches & Users

Leads

+ Create Lead

Total: 219

H W C ...	Organis...	Created At ^	Email	Phone	Lead So...	Product...	Date of ...	Last Re...	Assigned User		
None	Tesla Au...	06 Jan 11:12	test1@a...	123456...	Source 53	Categor...			Kannan E		
None	Advante...	06 Jan 11:04	test2@a...	123456...		Categor...			Naveen DN		
<input type="checkbox"/>	ASTTEC...	Fresh	None	Ministry...	06 Jan 10:15	test3@a...	123456...	Source 64	Categor...	David A	
<input type="checkbox"/>	ASTTEC...	Fresh	None	champ ...	06 Jan 10:13	test4@a...	123456...	Source 64	Categor...	David A	
<input type="checkbox"/>	ASTTEC...	Fresh	None	Busines...	06 Jan 10:11	test5@a...	123456...	Source 64	Categor...	Arvind K	
<input type="checkbox"/>	ASTTEC...	In Process	None	Nakoda ...	06 Jan 10:09	test6@a...	123456...	Source 64	Categor...	06 Jan 1... Not ans...	Naveen DN
<input type="checkbox"/>	ASTTEC...	Need Ana	None	HI-TECH...	06 Jan 10:07	test7@a...	123456...	Source 64		06 Jan 1... to call af...	Amulya D
<input type="checkbox"/>	ASTTEC...	Fresh	None		06 Jan 10:03	test8@a...	123456...	Source 49	Categor...	Binish VJ	
<input type="checkbox"/>	ASTTEC...	Fresh	None	VNET	05 Jan 18:25	test9@a...	123456...	Source 64		Kannan E	
<input type="checkbox"/>	ASTTEC...	Fresh	None	Guidanc...	05 Jan 18:22	test10@...	123456...	Source 64		Ratnam Veera Mohan Kumar	
<input type="checkbox"/>	ASTTEC...	Fresh	None		05 Jan 17:55	test11@...	123456...	Source 49		Sanjay K	

Search and Multiple Filter Tool

Search with Any Keyword

- All ✓
- Actual
- Converted
- Warm Leads
- HotLeads
- International Leads
- Cold Leads
- Only My
- Followed

Global Search Across Modules

Total: 219

Lead So...	Product...	Date of ...	Last Re...	Assigned User
Source 53	Categor...			Kannan E
	Categor...			Naveen DN
Source 64	Categor...			David A
Source 64	Categor...			David A
Source 64	Categor...			Arvind K
Source 64	Categor...	06 Jan 1...	Not ans...	Naveen DN
Source 64		06 Jan 1...	to call af...	Amulya D
Source 49	Categor...			Binish VJ
Source 64				Kannan E
Source 64				Ratnam Veera Mohan Kumar
Source 49				Sanjay K

Lead Follow up with History

The screenshot displays the 'Lead Follow-up' section for a lead named 'ASTTECS25 TEST25'. The interface includes a sidebar with navigation options like Dashboard, Lead Management, Sales Automation, Financials, Activities, Marketing, General, Reports & Analytics, and Branches & Users. The main content area has tabs for 'Overview' and 'Lead Followup'. A callout box labeled 'Remarks on every Interaction' points to the 'Enter Remarks' field, which currently shows 'None'. Another callout labeled 'Reminder for Next Follow-up' points to the 'Date and Time of Next Follow-up' field, also showing 'None'. A third callout labeled 'History of All Previous Interactions' points to the 'Remark Histories' table below. The table has columns for 'Date and Time of...', 'Remarks', 'Remarks By', and 'Assigned ...'. One entry is visible: '04 Jan 18:09', 'Proposal shared for vtiger CRM & 4-port gsm dialer', 'Naveen DN', and 'Naveen DN'. On the right side, there are fields for 'Assigned User: Naveen DN', 'Status: Converted', 'H|W|C Status: None', and several checkboxes for actions like 'Tick to Contact Later' and 'Tick if Dead/Junk'.

Schedule Activities with Reminders

The screenshot displays the Metro CRM interface. On the left is a navigation sidebar with the Metro logo and menu items: Dashboard, Lead Management, Sales Automation, Financials, Activities, Marketing, General, Reports & Analytics, and Branches & Users. The main content area shows a lead profile for 'Raja Prakash' with contact details and a 'Remark Histories' table. A 'Stream' section at the bottom shows system update statuses. On the right, a sidebar contains sections for Teams, Activities, and History. A purple callout box highlights the 'Activities' section, which includes a menu with options like 'Compose Email', 'Schedule Meeting', 'Schedule Call', and 'Compose Message'. Another purple callout box lists 'Activities Available in' with categories: Leads, Opportunities, Contact, and Organization.

Schedule Call, Meetings

02 Jan 17:42 › Megha Shri
Modified
03 Jan 12:27 › System
Followers
Kannan E

Activities

No Data

History

No Data

Compose Email
Schedule Meeting
Schedule Call
Compose Message
View List · Meetings
View List · Calls
View List · Messages

Activities Available in

- Leads
- Opportunities
- Contact
- Organization

Date and Time of...	Remarks	Remarks By	Assigned ...
03 Jan 12:25	looking crm for 2 users, running e bike showroom with 10 empl...	Kannan E	Kannan E

Stream

Write your comment here

In Process System updated status
3 Jan

Need Analysis System updated status
3 Jan

Schedule Activities with Reminders

- Dashboard
- Lead Management
- Sales Automation
- Financials
- Activities
- Marketing
- General
- Reports & Analytics
- Branches & Users

Edit < >

Industry - choose
None

Products interested
None

Description
Name: Raja Prakash
phone:+919443265151
email id: swagathamprakash@gmail.com
Location: tiruchy
company

Remark Histories

Date and Time of...	Remarks
03 Jan 12:25	looking crm for 2 users, running

Stream

Write your comment here

In Process System updated status
3 Jan

Need Analysis System updated status
3 Jan

Create Meeting

Save Full Form Cancel

Parent: Lead Status: Planned

Date Start *: 12/01/202 11:15 Date End *: 12/01/202 11:00

Outcome: Reminders:

- Popup on time
- Email 1h before
- Email 5d before

Description

Assigned User *: Admin

Teams: Team 3

Attendees

Users: Select

Contacts: Select

Leads: ASTTECS1 TEST1 None

Multiple Reminders with Popup and Email

- Contact
- Organization

Opportunity Conversion

metro

Leads > ASTTECS1 TEST1 > convert

- Organizations
- Contact
- Opportunity

Convert Cancel

Opportunity Conversion Screen

Search

Teams
Team One

Converted At
05 Jan 12:15

Created
02 Jan 17:38 > Megha Shree

Modified
05 Jan 12:15 > Naveen DN

Followers
Naveen DN

Converted To

Account
Company 1

Contact
Test 1 astTECS One

Opportunity
Opportunity1-INR156000

Converted Details

Leads Classified by Status View

- Dashboard
- Lead Management
- Sales Automation
- Financials
- Activities
- Marketing
- General
- Reports & Analytics
- Branches & Users

Search + 733

+ Create Lead ⚙️

All - 🔍 ☰ ☰

Total: 219

Drag to Change Status

Fresh	Need Analysis	In Process	Converted	Contact in Future	Not Contacted
<p>ASTTECS1 TEST1 06 Jan 11:12 LEA75305</p>	<p>ASTTECS7 TEST7 06 Jan 10:07 LEA75299 06 Jan 11:12 to call after half an hour - he is unable to listen anything for now</p>	<p>ASTTECS6 TEST6 06 Jan 10:09 LEA75300 06 Jan 10:59 Not answering call</p>	<p>ASTTECS25 TEST25 02 Jan 17:38 LEA75281 05 Jan 12:12 Proposal shared for vtiger CRM & 4-port gsm dialer</p>	<p>ASTTECS36 TEST36 29 Dec, 2022 09:31 LEA75268 29 Dec, 2022 14:47 he is our existing platinum partner, wants to re-start working with us for all our products</p>	<p>ASTTECS26 TEST26 02 Jan 17:36 LEA75280</p>
<p>ASTTECS2 TEST2 06 Jan 11:04 LEA75304</p>	<p>ASTTECS12 TEST12 05 Jan 10:11 LEA75294 05 Jan 10:17 Informed to call after 2pm</p>	<p>ASTTECS16 TEST16 04 Jan 17:33 LEA75290 04 Jan 18:04 32 Port GSM Gateway on Rental Basis</p>	<p>ASTTECS31 TEST31 30 Dec, 2022 12:08 LEA75275 30 Dec, 2022 12:10 They are okay with the pricing and need to process the order for payment.</p>	<p>ASTTECS58 TEST58 26 Dec, 2022 11:50 LEA75242 27 Dec, 2022 16:54 He does not understand english, he could not telling about his requirement.</p>	<p>ASTTECS27 TEST27 02 Jan 17:33 LEA75279</p>
<p>ASTTECS3 TEST3 06 Jan 10:15 LEA75303</p>	<p>ASTTECS22 TEST22 02 Jan 18:32 LEA75284 02 Jan 18:32</p>	<p>ASTTECS24 TEST24 02 Jan 17:42 LEA75282 03 Jan 12:25</p>	<p>ASTTECS45 TEST45 27 Dec, 2022 17:26 LEA75259</p>	<p>ASTTECS28 TEST28 02 Jan 17:29 LEA75278</p>	<p>ASTTECS29 TEST29 02 Jan 17:26 LEA75277</p>
<p>ASTTECS4 TEST4 06 Jan 10:13 LEA75302</p>	<p>ASTTECS72 TEST72</p>	<p>ASTTECS24 TEST24</p>	<p>ASTTECS45 TEST45</p>	<p>ASTTECS58 TEST58</p>	<p>ASTTECS29 TEST29</p>

Opportunities By Stage

- Dashboard
- Lead Management
- Sales Automation
- Financials
- Activities
- Marketing
- General
- Reports & Analytics
- Branches & Users

Search + 753

Opportunities + Create Opportunity

All

Drag to Change Status

Need Analysis	Proposal Sent	Closed Won	Decision Delayed	Closed Lost
<p>Opportunity1-INR156000 ₹156,000.00</p> <p>Positive Feedback in Demo, Pricing Justified, Responding to Calls</p> <p>60.00 16 Jan</p>	<p>Opportunity 2-INR26000 ₹26,000.00</p> <p>Positive Feedback in Demo, Pricing Justified, Genuine Requirement, Responding to Calls, Is Looking for Alternatives, Decision Making Slow</p> <p>65.00 31 Jan</p>	<p>SLA/AMC-Winch Solutions Pvt Ltd-INR30000 ₹30,000.00</p> <p>04 Jan</p>	<p>Opportunity3-INR18000 ₹18,000.00</p> <p>Decision Making Slow</p> <p>31 Jan</p>	<p>CRM-Company 19-INR300000 ₹300,000.00</p> <p>Today</p>
<p>Opportunity4-INR15000 ₹15,000.00</p> <p>Decision Making Slow</p> <p>29 Dec, 2022</p>	<p>Opportunity5-INR360000 ₹360,000.00</p> <p>04 Jan</p>	<p>SLA/AMC-Monlash Business Centre-INR19800 ₹19,800.00</p> <p>04 Jan</p>		
<p>Opportunity7-INR6000 ₹6,000.00</p> <p>31 Jan</p>	<p>Opportunity6-USD1500 \$1,500.00</p>	<p>CRM-Flyworld Migration-INR30000 ₹30,000.00</p> <p>29 Dec, 2022</p>		
		<p>SLA/AMC-Guardian Angel</p>		

Total: 19

Select Products and Fix Financials in Opportunity

The screenshot displays the Metro CRM interface for an Opportunity record. The left sidebar contains navigation options: Dashboard, Lead Management, Sales Automation, Financials, Activities, Marketing, General, Reports & Analytics, and Branches & Users. The main content area is titled 'Overview' and shows details for an opportunity. The 'Item List' section is highlighted with a yellow background and contains a table for selecting products. Three callout boxes with purple backgrounds and white text provide instructions: 'Select Products from Products Table' points to the 'Select Product' button, 'Add More Products Here' points to the '+' button, and 'Multiple Currency Option' points to the 'Currency' dropdown menu.

Overview

Account: Company 1
Opportunity Type: Type 2
Contact (Primary): Test 1 astTECS One
Close Date: 16 Jan
Franchisee/Partner: None
Lead Source (Choose): None
Description: None

Item List - Select Products/Services to Proceed Ahead

Name	Qty	Unit Price	Amount	Tax Amount	Amount with Tax

Update Cancel

Currency: INR

Annotations:

- Select Products from Products Table
- Add More Products Here
- Multiple Currency Option

Opportunity Stage: Need Analysis

Opportunity Matrix:

- Positive Feedback in Demo
- Pricing Justified
- Genuine Requirement
- Responding to Calls
- Is Looking for Alternatives
- Decision Making Slow

Conversion Probability: 60.00

Tick if WON (if NO Quotes raised in CRM)

Tick if Delayed

Tick if Lost

Assigned User: Naveen DN

Teams: Team One

Entire Financials of the Opportunity

- Dashboard
- Lead Management
- Sales Automation
- Financials
- Activities
- Marketing
- General
- Reports & Analytics
- Branches & Users

Opportunities > Opportunity 2-INR26000

Edit ... < >

Overview **Financials** Follow Up Comments

Search

Follow ⚙️

Financials

Amount	Tax Amount	Total Amount with Tax
₹26,000.00	₹4,680.00	₹30,680.00
Amount Invoiced (without Tax)	Tax Amount - Invoiced	Invoice Amount with Tax
₹0.00	₹0.00	₹0.00
Total Amount Received without Tax	Total Amount Received	
₹0.00	₹0.00	
Deductions	Balance Due	
₹0.00	₹30,680.00	

Create Quote By Clicking on + >>>

Name	Created At	Quote Status	Amount	Total Tax Am...	Total Amount ...
Opportunity ...	04 Jan 17:50	Submitted	₹26,000.00	₹4,680.00	₹30,680.00

Payment Receipts + ...

No Data

Opportunity Stage

Proposal Sent

Opportunity Matrix

- Positive Feedback in Demo
- Pricing Justified
- Genuine Requirement
- Responding to Calls
- Is Looking for Alternatives
- Decision Making Slow

Conversion Probability

65.00

Tick if WON (if NO Quotes raised in CRM)

Tick if Delayed

Tick if Lost

Assigned User

Creation of Quotes

- Dashboard
- Lead Management
- Sales Automation
- Financials
- Activities
- Marketing
- General
- Reports & Analytics
- Branches & Users

Opportunities > Opportunity 2-INR26000

Edit < >

Overview Financials Follow Up Comments

Overview

Account: Company 2
 Opportunity Type: Type 6
 Contact (Primary): Test 3 astTECS 3
 Close Date: 31 Jan
 Franchisee/Partner: None
 Lead Source (Choose): None
 Description: None

Item List - Select Products/Services to Proceed Ahead

Item List	Name	Qty	Unit Price	Amount	Tax Amount	Total
	ast mVOLTE 32	1	26,000.00	26,000.00	4,680.00	30,680.00

Create Quote By Clicking on + >>>

Search

Follow

Opportunity Conversion Matrix

Opportunity Stage
Proposal Sent

Opportunity Matrix

- Positive Feedback in Demo
- Pricing Justified
- Genuine Requirement
- Responding to Calls
- Is Looking for Alternatives
- Decision Making Slow

Conversion Probability
 65.00

Tick if WON (if NO Quotes raised in CRM)

Tick if Delayed

Tick if Lost

Create Quote Here

Quotes Print to PDF or Email PDF from CRM

metro

Search

733

Follow

Quotes > SLA/AMC-Wrench Solutions Pvt Ltd-INR30000

Overview

Terms and Conditions

Opportunity Type
Type 10

Billing Contact
Test 5 astTECS 5

Date Quoted
04 Jan

Billing Address
Plot 16 CSEZ Kakkanad
Kochi, Kerala 682025

Shipping Address
Plot 16 CSEZ Kakkanad
Kochi, Kerala 682025

Shipping Provider
None

Quote Status
Approved

Quote Number
Q-00037

Date Quoted
04 Jan

Total Amount with Tax
₹35,400.00

Tick if Approved

Tick if Rejected

Tick if Revised with New Quote

Assigned User
Aaron Sean

Teams
Support Team

Items

- Edit
- Remove
- Duplicate
- Print to PDF
- Convert Currency
- View Followers
- Email PDF

Print to PDF with Multiple Templates



35, Krishna Reddy Layout, Domlur
 Bangalore - 560071
 Tele: 080-6640 6640 | mail: sales@asttecs.com
 Web: www.asttecs.com
 GSTIN: 29AABC17237F1Z1

Quotation No. Q-00037

Date: 04/01/2023

To
 Company 3 ATTN - Test 5 astTECS 5
 Plot 16 CSEZ Kakkanad
 Kochi Kerala 682025
 GSTIN: 32AABCC1544P1ZQ

Ser	Name	HSN Code	Tax rate	Qty	Rate	Amount
1	SLA Basic	85176290	18.00	12.00	INR.2,500.00	INR.30,000.00
Basic SLA Plan involving access to our Support Centre during working hours (Mon to Fri 0900h to 1800h) for Online Resolution of Issues with Resolution/Escalation Time of 6 Hours and Quarterly Health Check-up						
16 JAN 2023 TO 15 JAN 2024						
Final Amount (without Tax)						INR.30,000.00
Tax Amount						INR.5,400.00
Grand Total Amount						INR.35,400.00

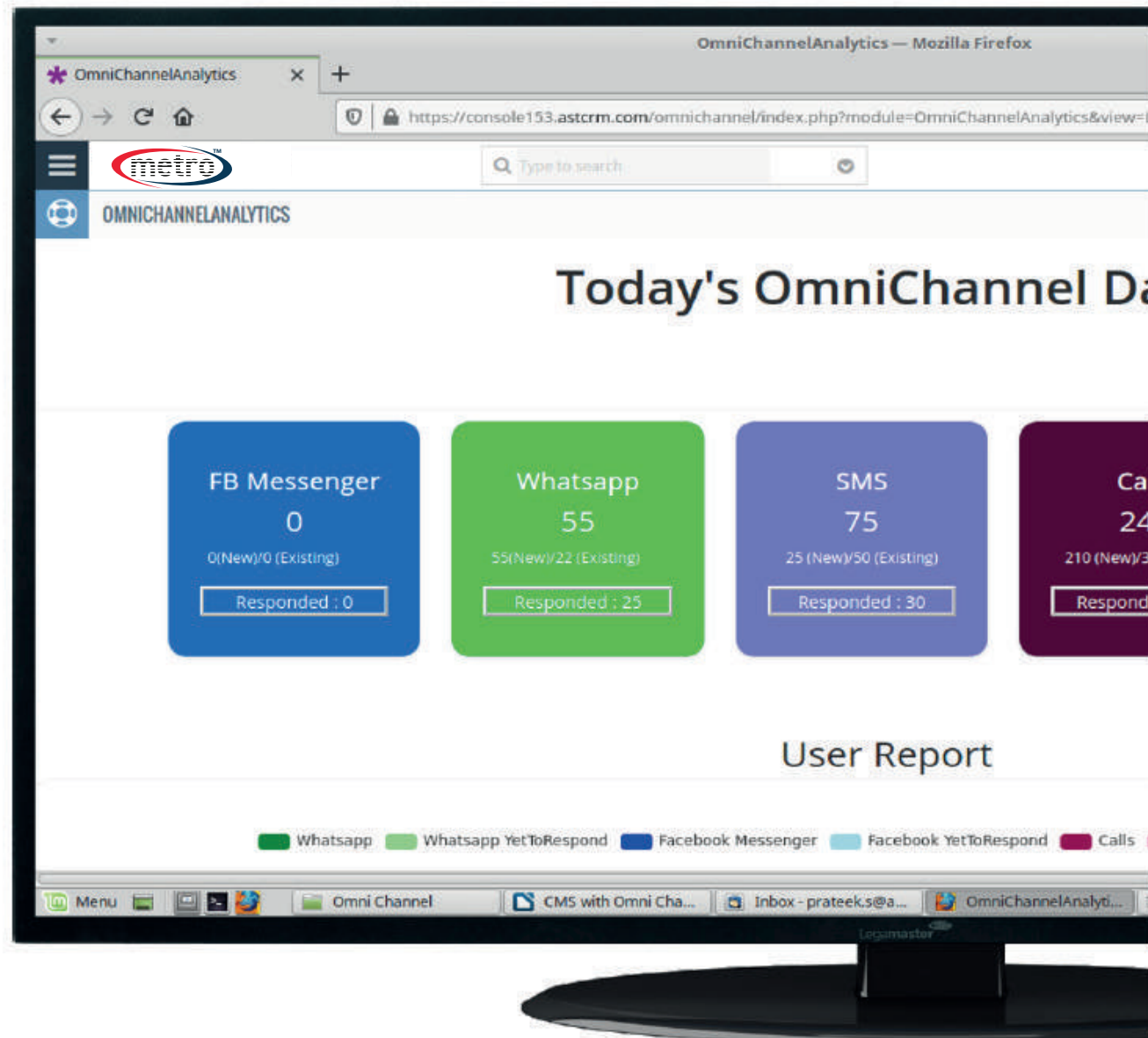
Invoice and Payment Receipt

The screenshot displays the Metro CRM interface. On the left is a navigation menu with options: Dashboard, Lead Management, Sales Automation, Financials, Activities, Marketing, General, Reports & Analytics, and Branches & Users. The main content area is divided into several sections:

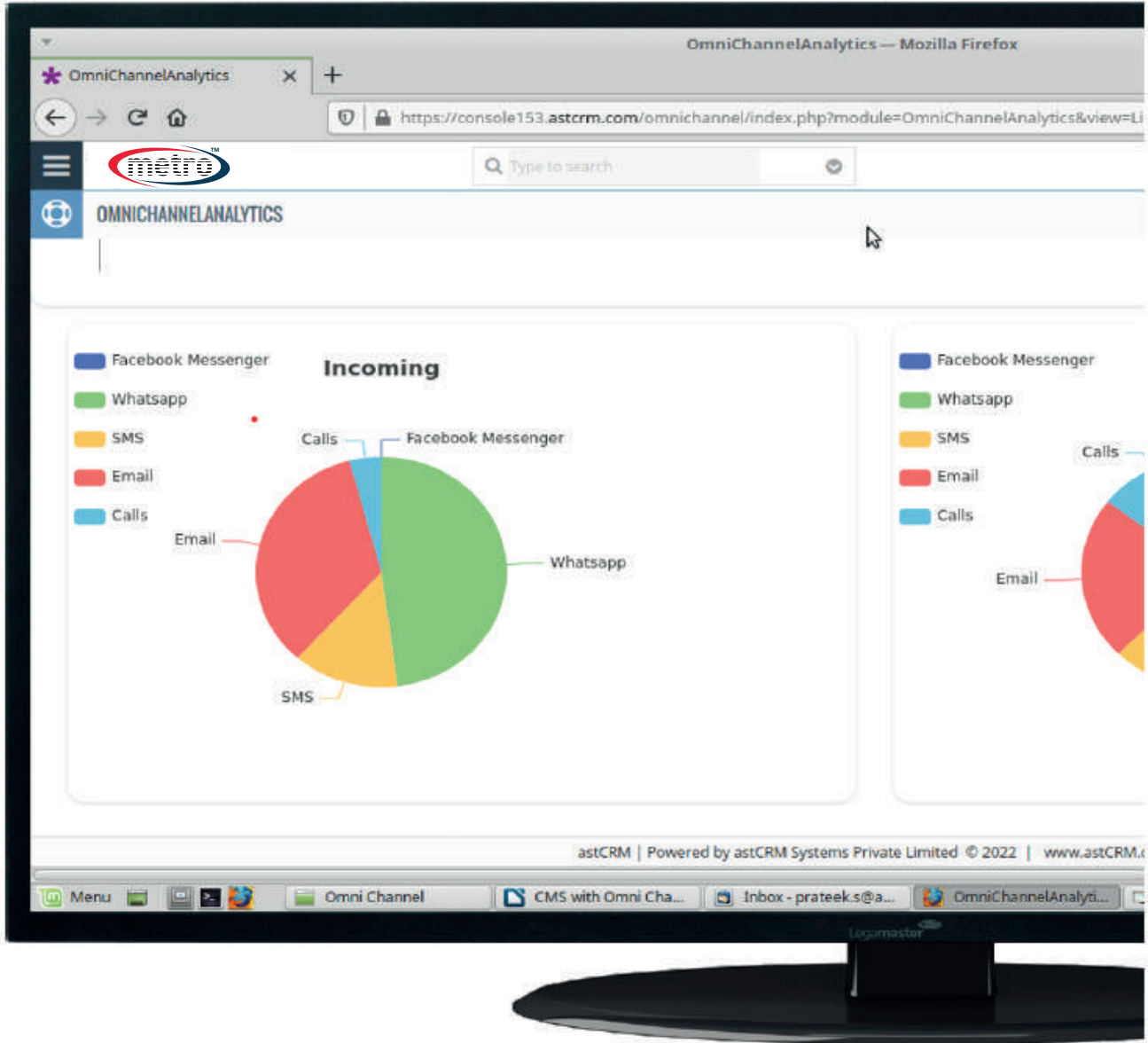
- License Information:** Shows source code under GNU General Public License Version 3 (GPLv3) with customized modules. Includes a list: Customer Account, Contact, Accounts (B2B). A "See more" link is present.
- Quote Management:** A table with columns: Name, Created At, Quote Status, Amount, Total Tax Am..., Total Amount...

Name	Created At	Quote Status	Amount	Total Tax Am...	Total Amount...
CRM-Penta S...	30 Dec, 2022 09:54	Approved	₹275,000.00	₹49,500.00	₹324,500.00
CRM-Penta S...	18 Dec, 2022 17:59	Under Preparati	₹350,000.00	₹63,000.00	₹350,000.00
- Invoices:** A section with a "No Data" message and a purple callout box that says "Create Invoice Here".
- Payment Receipts:** A section with a "No Data" message and a purple callout box that says "Update Payment Receipts Here".
- Documents:** A section with a "No Data" message.
- Right Sidebar:** Contains information for "Team 11", including "Original Lead: None", "Sales Performance: CRM Sales", "Stage: Closed Won", "Created: 18 Dec, 2022 17:50 · Reginald Daniel", "Modified: 30 Dec, 2022 09:54 · System", "Followers: Reginald Daniel", "Activities: No Data", and "History: Proposal for CRM with Integrated Dialer (Sent) 22 Dec, 2022 17:53".

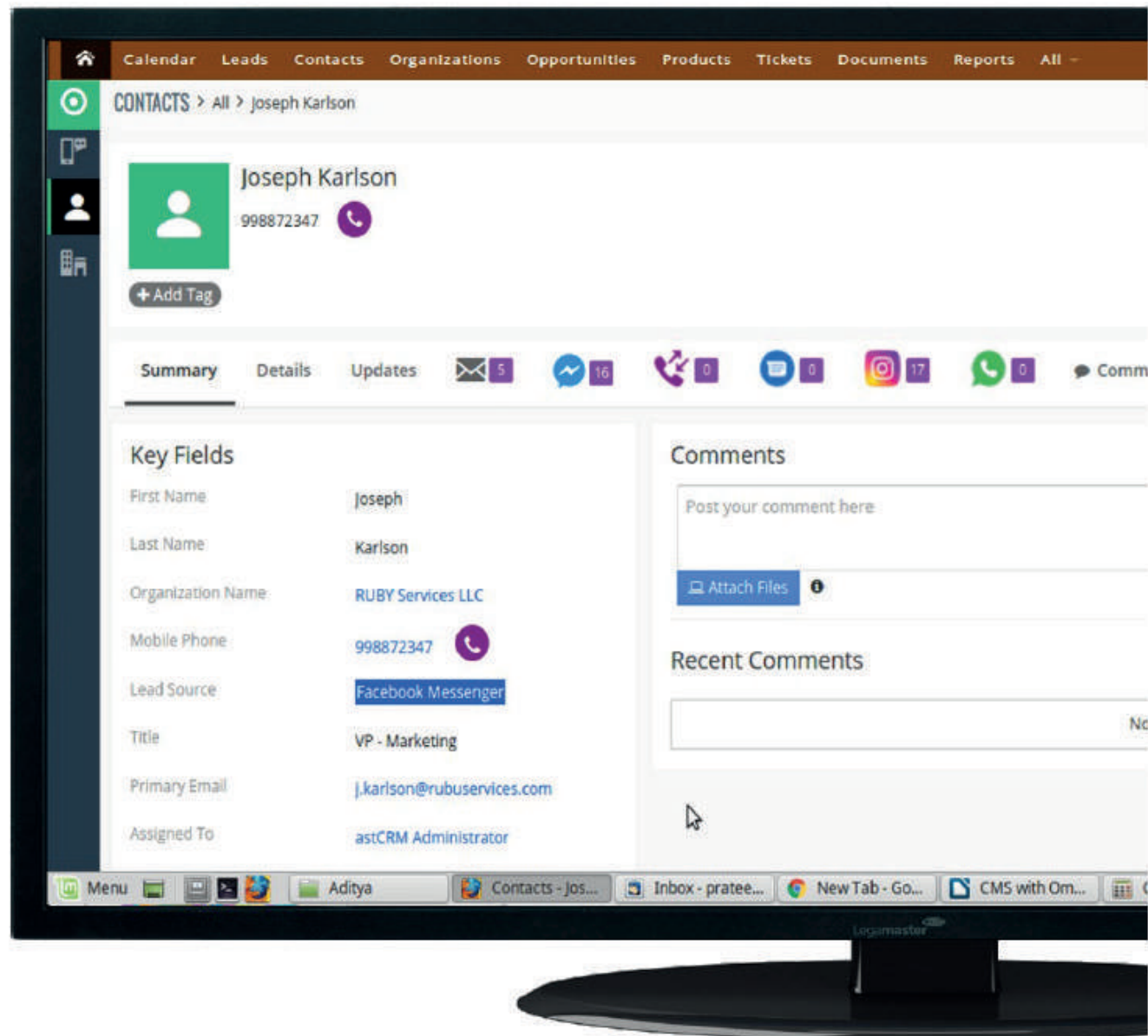
Omnichannel – Dashboard



Dashboard Contd..



Omni Channel Screen



Advantages

❑ *Omni channel routing*

Intelligently directing customer queries across a diverse range of service channels and assigned to the users list

❑ *Identify top Communication Channels*

Resource and channels can be planned accordingly rather than too many agents to phone support

❑ *Business software integration*

Interestingly, the CRM on our Omni has a lead module. So the Omnichannel can also be used for outbound calling and qualifying the leads.

❑ *Dashboard and reports*

Tracking live and historical communication helps admin to better understand their customers, measure department and individual agent efficiency.

❑ *Workforce management*

- Evenly distribute workloads
- Monitor agent availability and activity



Benefits

☑ *Holistic View*

The organisation maintains a holistic view of the customer behaviour. It can treat the customer optimally based on the customer interaction history

☑ *Channel Choice*

Allow customers to contact you via the channel they prefer, whether it's voice, chat, SMS, messaging apps or email

☑ *Auto Respond*

Auto generated email response can help communicate on a large scale

☑ *Omni channel Experiences*

Reduce customer effort and provide consistent, seamless cross-channel experiences across both live and automated interactions



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Customers Experience

5 STAR RATING



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