

COMMUNIGATE CONTACT CENTER

GREAT IDEAS

BECOME USEFUL FEATURES



Using the application from any computer would free us from costly equipment



Delivery in a Web Browser with WebRTC enables desktops, iPADS or iPhones to become agent stations

Improve customer satisfaction by reducing or eliminating hold times

Call back agents for the Website and built for the IVR menus give customers choice

Move top performing agents into common queue even if they are not in the same location

Simple administration dashboard allows agents to span queue across geographic locations

Show me who is doing good and tell me what the customer thinks

Powerful analytics in real-time based on agents, location, or queues. Customer feedback queries and whisper monitoring