CommuniGate
SYSTEMS

CONTACT CENTER 2.0

WebRTC Based Solution

Easy to use

Contact Center is designed as a simple yet powerful HTML5 Web application. No complex training required to learn.

- Simple setup

- Easy on-boarding of new Agents

Powerful Management

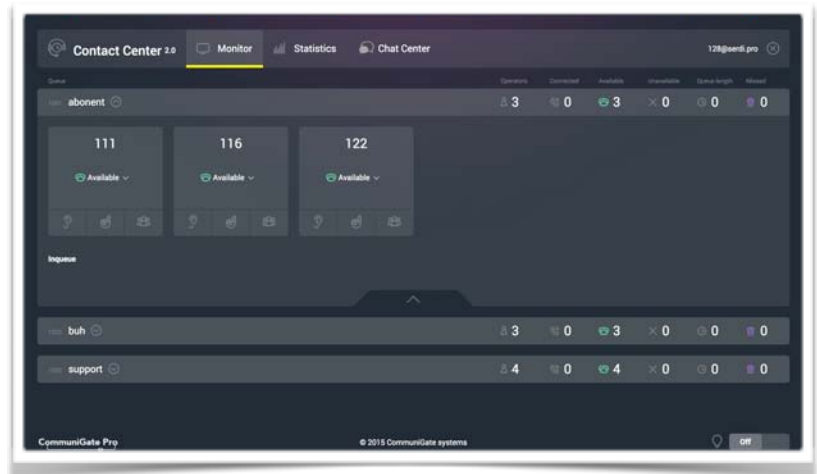Queues can be defined by skills, locations, or load factors

Listen in on realtime calls in "Whisper Mode"

Add / Remove agents in realtime whether they are in a remote office, in a home office, or on a mobile phone

CRM Integrations

Key CRMs systems are supported out of the box

- SalesForce.com

- MS Dynamics

- SugarCRM

- Zendesk

Elastic growth

Contact Center is designed to grow with you up or down so you can deploy agents as you need.

- Optimize for outbound sales campaigns

- Adjust for seasonal sales or registration periods

- Add agents on peaks or spikes

- Only pay for what you need

CommuniGate
S Y S T E M S

Multimodal

Allows your customers to stay in touch with you thru any channel they prefer!

All in one Web Based Agent Application:

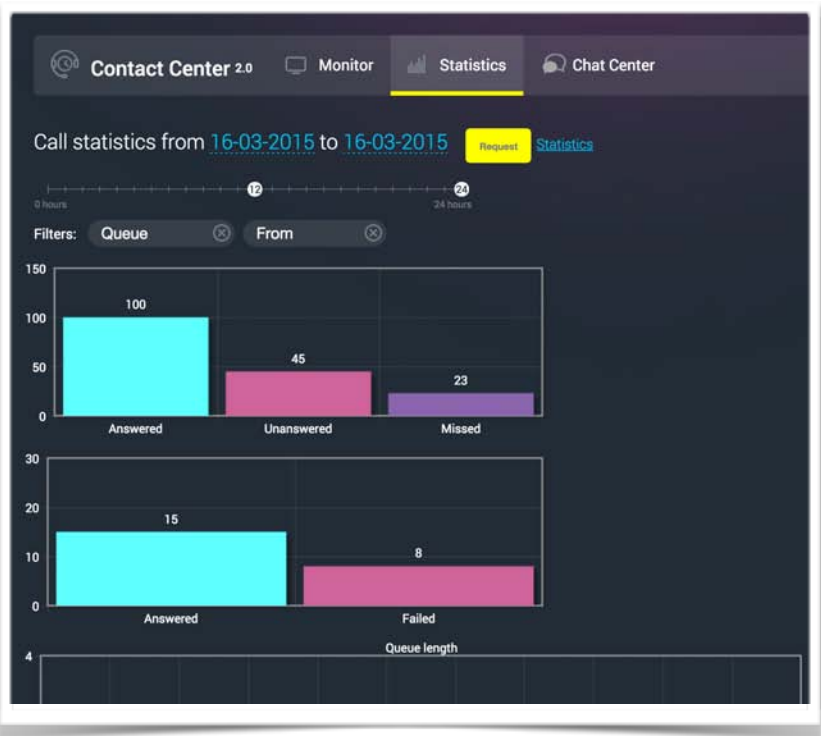- Email & files

- IM Chat

- Telephone / VoIP

- Web Widgets

  - Call back

  - Chat

  - VoIP

Give it a try online:
https://contactcenter.communigate.com

Call us: +49 30 2589 5018

Email us: europe@communigate.com

Advanced realtime reporting and Analytics