

VOICEGATE: CONTACT CENTRE

Your Ultimate Solution for Seamless Telephony.

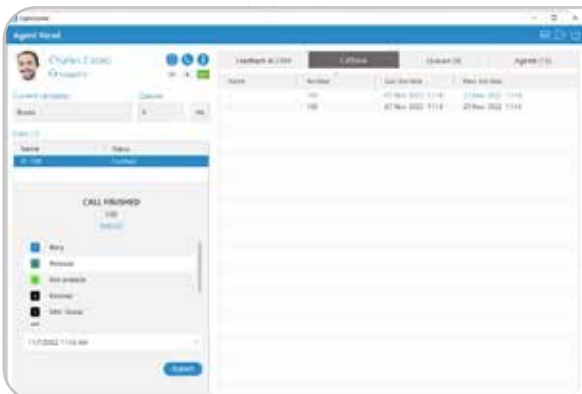


WHAT IS VOICEGATE CONTACT CENTRE?

Are you operating an existing Contact Centre with multiple campaigns or planning to start one?

Contact Centres vary widely in their needs. Itec understands this diversity and offers high-quality tools that are effective to enhance efficiency in small to medium professional Contact Centres. We understand that workflow structure and staff positioning are crucial for success.

Tailored Editions for Enhanced Performance



AGENT EDITION

VoiceGate's Contact Centre Agent Edition is a robust and dynamic desktop application designed to elevate the daily efficiency of Contact Centre Agents. By integrating advanced Unified Communications, this solution streamlines workflows, reduces response times, and enhances overall agent performance. With features such as real-time analytics, seamless call management, and intuitive user interfaces, VoiceGate empowers agents to deliver exceptional customer service while optimising operational productivity.

SUPERVISOR EDITION

Supervisor Edition is a sophisticated application designed for Unified Communications, offering unparalleled real-time monitoring of agents and queues. This powerful tool allows supervisors to track agent performance with precision and generate comprehensive statistical reports. Equipped with advanced analytics, customisable dashboards, and detailed reporting features, VoiceGate's Supervisor Edition empowers managers to optimise operations, ensure high-quality customer interactions, and drive overall efficiency in the contact centre.





Dialler

This feature allows lists of data to be loaded to a database, after which an application runs and dials these numbers based on the algorithm or settings entered by the Administrator.

Unlimited Queues (ACD)

Automatic Call Distribution system helps keep customers on the line by routing incoming calls to the agent with the most suitable skill-set who can address the caller's needs properly.



Monitor Pages

Allows users to see a full list of all existing Campaigns on the system and access further information regarding important Real-Time data.



UC Software on Desktop and Mobile



Enhanced Functionality



Branding Options



Hosted

MANAGED
BUSINESS SERVICES



+27 11 236 2000 • info@itecgroup.co.za • www.itecgroup.co.za