

Voicegate Omni

A connected customer experience
for your growing business.



Connected Customer Conversations

Customer Engagement for Growing Businesses

A customer calls about an order, sends a WhatsApp message and follows up by email. Voicegate Omni helps your team follow the conversation and manage what happens next.

Bring customer channels, built-in CRM, inbound call handling and outbound campaigns into one contact centre environment. Configure the solution around a small service desk, sales team or dedicated contact centre.

Connect your team with the context and tools to respond.

The Voicegate Omni Solution

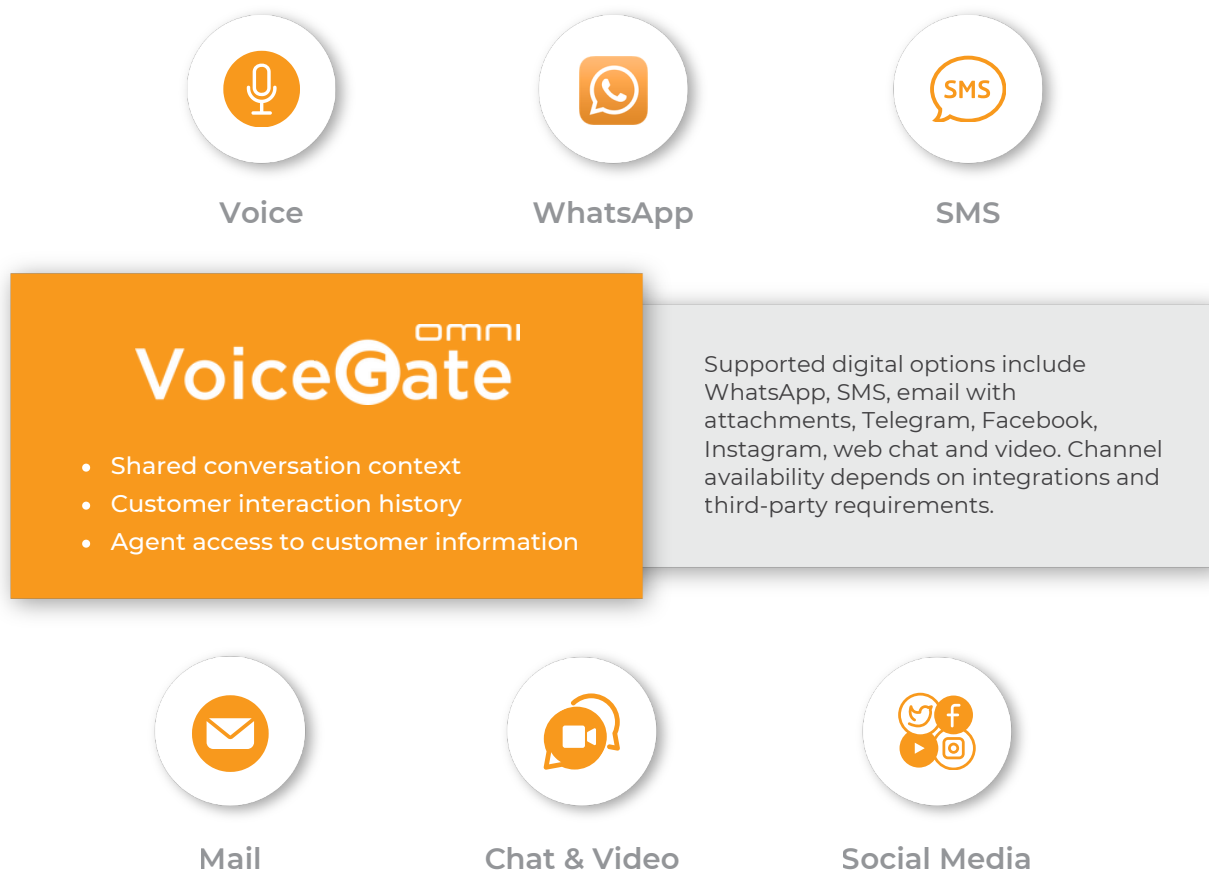


PBX functionality is essential within the Omni stack. Itec scopes the voice foundation alongside your agents, channels and contact centre requirements.

Features depend on package, licences and configuration. Third-party services and advanced capabilities require scoping.

One Conversation Across Channels

Retain context as customers change how they contact you.



The context behind every enquiry

Built-in CRM

Access customer information in the contact centre platform and update details during live calls. Use customer groups and custom fields to organise the information your team needs.

Connected Business Tools

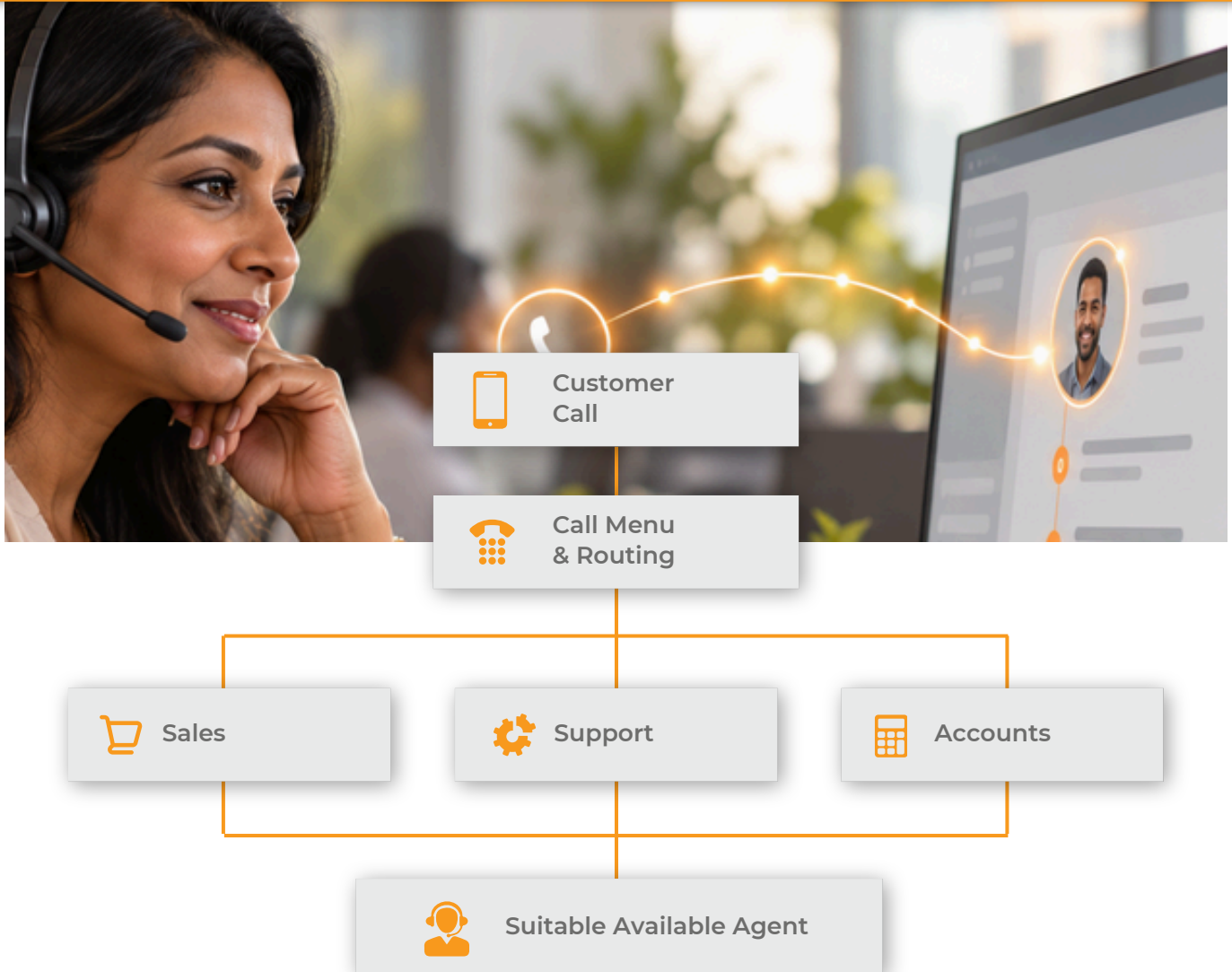
Import data using CSV templates based on your configured fields. Supported API integrations can connect the contact centre with your existing systems and customer data sources.

CONTINUITY FOR RETURNING CUSTOMERS

CRM-based routing can direct a caller to the agent they spoke to previously, where configured. This helps the customer continue with someone who understands their enquiry.

Enquiries routed to the right people

Use queues, skills and scripts to organise incoming demand.



Queues & Agent Skills

Automatic call distribution and skills-based routing help match enquiries with appropriate agents. Assign agents to multiple queues as your service needs change.

Guidance & Outcomes

Present campaign information and configurable scripts to agents. Use disposition and wrap-up codes to record outcomes consistently.

CONFIGURE CALL FLOWS

Call flows can include multilevel IVR, music on hold, voicemail and multilingual support. Configure number, trunk and gateway management around your voice service.

A Dialler for Each Calling Approach

Balance automation with agent preparation and control.

DIALLER

HOW IT WORKS

POWER

Dials new leads after a call concludes, reducing manual dialling between conversations.

AUTO

Calls contacts automatically to deliver a recorded message or connect an answered call to an agent.

PREDICTIVE

Estimates agent availability and dials ahead to reduce time between connected calls.

PROGRESSIVE

Presents contact information before the next number is dialled.

MANUAL

Lets agents select and dial contacts individually from a list.

PROMOTIONAL

Supports outreach that promotes products or offers to selected contacts.

PREVIEW

Shows the next contact for review so the agent can decide when to initiate the call.

CAMPAIGN MANAGEMENT

Schedule jobs, import leads through CSV or a scoped API, assign agents and scripts, and configure concurrency and outcome codes. Supervisors retain visibility when agents switch between supported automated and manual sessions.

Visibility for Better Service & Coaching

Understand demand, review quality and support agents.



Ticketing

Organise customer enquiries alongside customer records and interaction history. Response templates and scripts help colleagues handle the enquiry consistently.



Callbacks

Manage return calls and configure missed-call or abandoned-call dialling around staffing, calling times and customer preferences.



Live Performance

Dashboards and wallboards show inbound, outbound and answered calls, abandoned calls, talk and wait times, and service level performance. Review wrap-up, idle and break time to understand agent activity.



Supervisor Support

Listen to live calls, whisper guidance, coach an agent or join with barge-in, according to permissions. Transfer calls to an agent, queue, supervisor or external number.



Call Review

Play back and download recordings to support quality review. Agree recording coverage, access, storage and retention as part of your solution.



Team Assistance

Conferencing with supervisors or external participants, call bridging and forwarding to mobiles help agents involve the people needed to resolve an enquiry.

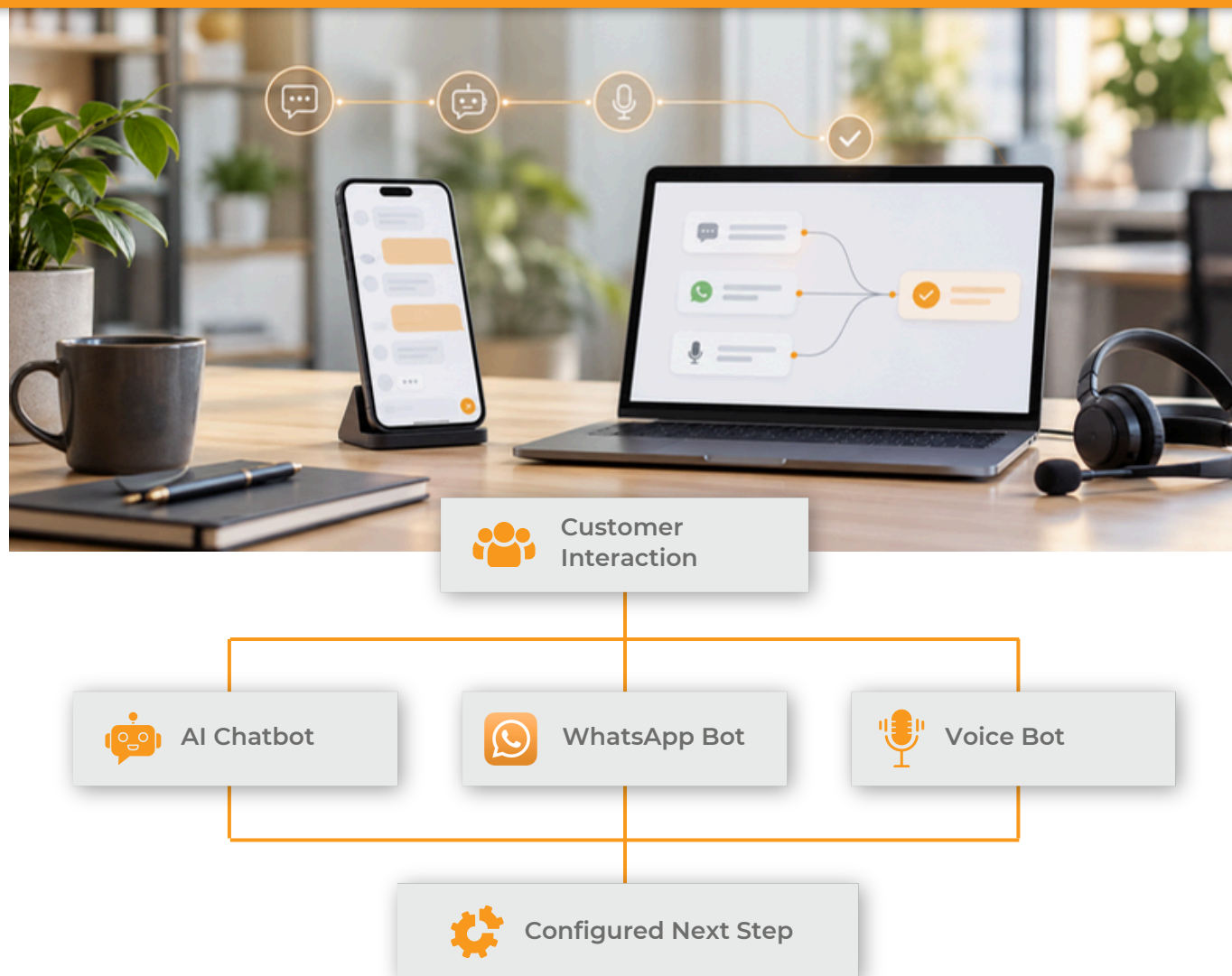
CALLING CONTROLS THAT FIT YOUR OPERATION

Use time-based routing, holiday and week-off modes, and user-specific time zones. Do-not-call controls support campaign exclusions, while answering machine detection helps identify machine-answered calls.

Reporting illustrates operational activity. Itec will scope access permissions, recording requirements and the reporting needed by your business.

More Ways to Support Your Customer Workflow

Select advanced capabilities around a defined business need.



Bots & Responses

Define the tasks bots should handle, the information they can use and when an enquiry should move to a team member.

Campaign Messaging

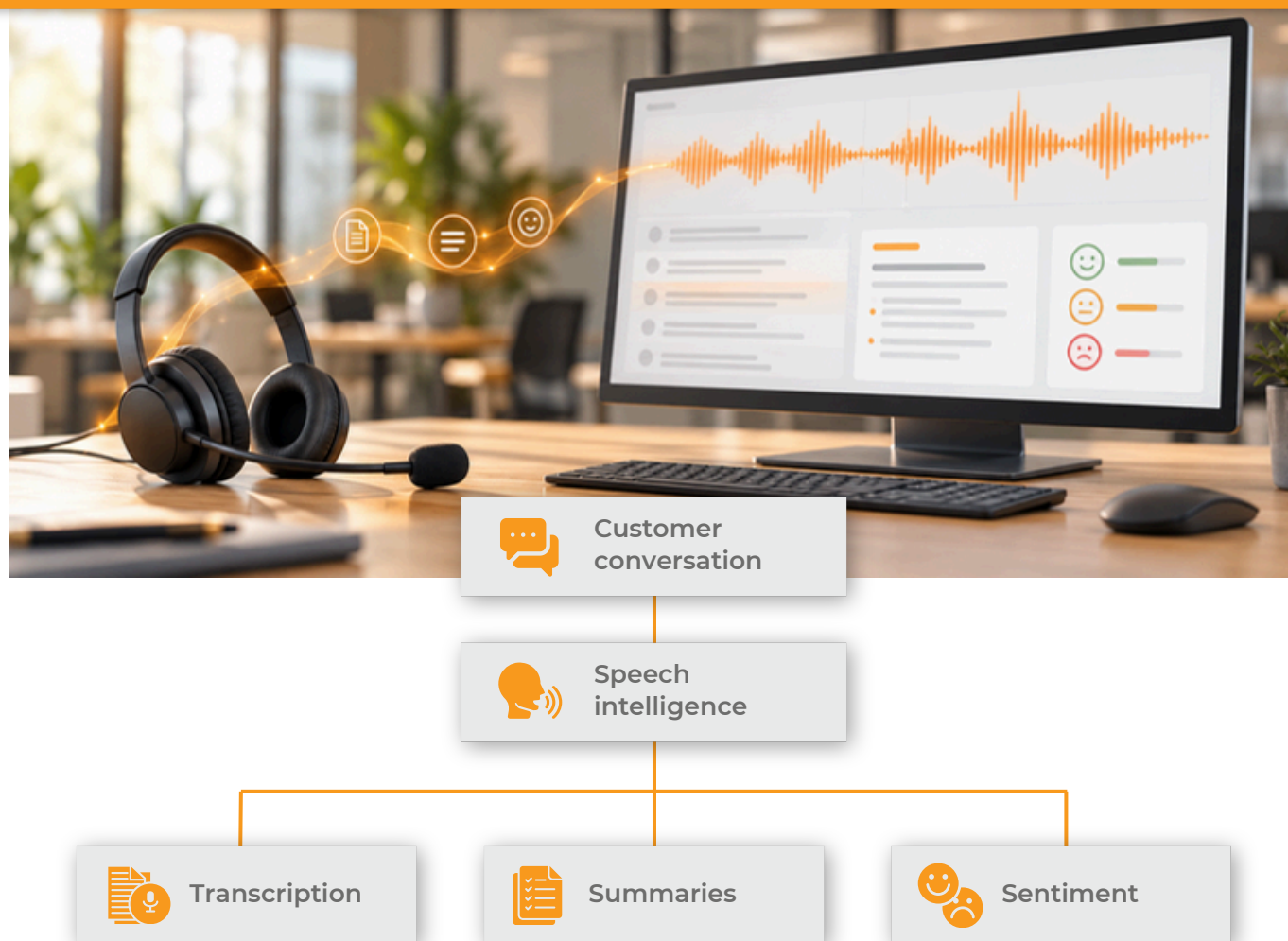
Voice, SMS and WhatsApp blast capabilities support outreach. Scope audiences, channel requirements and contact preferences before enabling a campaign.

CALL FLOWS AND CUSTOMER FEEDBACK

Use advanced routing and a drag-and-drop call flow builder to shape call journeys. A survey module supports feedback collection, and report scheduling delivers insights at agreed intervals.

Insight From Customer Conversations

Use speech tools to support human review and quality analysis.



Review & Coaching

Turn speech into text, create concise conversation summaries and use sentiment analysis to identify calls that may need closer attention. Quality analysis tools support service review.

Text to Speech

Convert written content into spoken audio for configured workflows. Assess suitability against language, audio quality and operating requirements.

SPECIALIST CALL CONTROL OPTIONS

Discuss caller ID reputation monitoring, intelligent routing and fraud controls with Itec. Additional analysis can include keyword extraction and call classification. Availability, integrations and commercial requirements are confirmed in your proposal.

A Solution Shaped Around Your Business

A connected team across locations.



Voyce Mobile

Extend business-number calling, video chats and messaging to compatible mobile phones and desktops. Application, contact centre workflow and role access depend on the selected licence.



Browser & Device Access

Built-in WebRTC calling supports browser-based and remote agents. Choose compatible headsets, IP desk phones and applications for each role, with suitable connectivity.



Design

Define channels, agent roles, call flows, customer data and integrations.



Build

Configure the PBX foundation, contact centre workflows and agreed modules.



Operate

Test call handling, integrations and user experience before broader deployment.



Transfer

Train your team, complete the handover and agree support arrangements.

DEPLOYMENT AND ACCESS CONTROLS

Single-tenant and multi-tenant options, cluster architecture and failover capabilities support different operating models. Single sign-on and multifactor authentication options help manage access. Itec scopes deployment, identity integration and connectivity around your business.

Show us how your team handles enquiries and outbound calls today. We will help identify the channels, tools and configuration that fit your business.



Book a Voicegate Omni Demonstration

Speak to Itec | info@itecgroup.co.za | itecgroup.co.za