

NCloud CONTACT CENTER LITE

Not Just For Call Centers



Call Distribution Strategies



Prioritize Important Clients



Contact Center Features



Supervisor Call Interaction



Reporting



Inbound Queue Call Recording

IMPROVE CUSTOMER EXPERIENCE

Companies that handle their own calls and rely on voicemail as a backup might be losing a huge amount of potential business. Most callers do not want to leave a voicemail and will just try another company. Contact Center Lite allows callers to wait for the next available agent without having to leave a voicemail to receive a call back. Improve your customer experience by properly routing calls to available staff members in the appropriate departments.

Too Many Missed Calls

Prevent missed calls and possible loss of business by placing callers in a queue or virtual line while staff members are busy with other calls.

Personalize The Wait

Play custom music, advertisements or messaging while customers are waiting for an available agent.

Supervisor Interaction

Supervisors have the ability to live monitor agents and queues. Inbound calls can be recorded and supervisors can listen, whisper and barge on any queue call if needed.

Call Labeling

Custom label queues in order to identify and greet callers of subsidiary companies. Example: Answering service may need labeling to know which client call is being received.

