

# Contact Center



Cutting edge solution that provides efficient and professional communication with the client.

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## Executive Summary

**Logate Contact Center** is a multi-channel solution that allows telecommunications, finance and other companies to interact with clients in a simple, fast and efficient way. It integrates different communication channels, giving operators full control over entire process of interaction with the client.

It offers advanced options for configuring and managing the communication channels, which increases the speed and quality of service, quality of customer experience and efficiency of the operator.

Contact Center offers options of:

- *tracking and browsing the communications history*
- *reporting and KPI tracking*
- *campaigns management*
- *forwarding problems to experts through internal platforms for communication*
- *intelligent routing of the system*
- *configuration of IVR system*

The system is based on web technologies which is why it is characterized by a high level of scalability and allows remote work.

# Features

- Completely configurable, intelligent IVR system
- Callback list
- Customer authorization which allows control over data access
- Storing and searching through history of interactions with customer
- Integration and data search from Core Banking System
- Advanced VoIP functions (conferences, voice functions, routing and storing of calls, eavesdropping, call recording)
- Skill based routing
- Blacklist
- Integration of different channels – phone, SMS, email, online chat, social media
- Integration with other systems (primarily with Loan Tracking System)
- Queue management



# Modules

Interactions | Campaigns | Helpdesk system  
Reporting and statistics | Phonebook  
Administration module

## ***Interactions***

The basic module of Contact Center which is consisted of several different communication channels gathered in one place, allowing centralized, efficient and fast customer service.

Communication is integrated through: phone, SMS, Email, online chat, social media, mobile app.

## ***Campaigns***

Module that allows creating and implementing customer surveys. Surveys are defined by supervisors, assigned to operators, and later on forwarded for analysis to relevant departments.

## ***Helpdesk system***

Logate Contact Center includes a platform for problem forwarding to experts, which allows Contact Center agents to better meet customers' needs and to faster solve the problems.

## ***Reporting and statistics***

Operational and analytical reports and statistics that are displayed to administrators through Contact Center Dashboard give a wide variety of significant information that allow improvements of business processes.

## ***Phonebook***

Phonebook represents a big base of customers with all the relevant information that customer might need and require through Contact Center.

## ***Administration module***

Administration module allows monitoring of the entire Contact Center work and generating reports and KPI parameters.

Also, complete system configuration is done through this side of the application.

## Business Advantages

- Unique platform for communication through all channels (SMS, email, online chat, social networks, mobile app)
- Centralized activities monitoring – business processes optimization, measuring productivity through real time reporting, conversations history, statistical data
- Open source system which does not require additional licensing. Contact Center is based on open source technologies.
- Scalable system which allows remote work
- Customizable system, adjustable to company's business logic
- Superior user experience



# Referent list of clients

Contact Center deployments

We are proud of excellent cooperation that we established with our clients who are recognized experts in financial industry.

They are:

**NLB bank**

[www.nlb.me](http://www.nlb.me)

**Hipotekarna bank**

[www.hipotekarnabanka.com](http://www.hipotekarnabanka.com)

**Prva bank**

[www.prvabankacg.com](http://www.prvabankacg.com)



## About us

"At Logate, we value professional, high quality and above all human approach to our clients and their needs."

**Ivica Tatar**  
**Co-Founder & Strategy Lead**

**Logate is a team of multi-disciplinary IT professionals, who enjoy fast-paced and dynamic business environments, where we can thrive by never solving the same problem twice.**

**Our clients come in different shapes and sizes, and tend to stick with us. We are very proud of maintaining long-term business relationships with regional industry giants from Telco and Finance sectors.**

**Our team of technical experts has hundreds of years of collective experience in developing, maintaining and supporting enterprise-grade software solutions.**

Geeks at heart, we aim to provide complete solutions based on Linux and Open Source technologies.

We also take time to thoroughly understand our clients' requirements and their business.



## We specialize in:

- Design and development of software solutions using modern technologies and processes
- Support and maintenance
- IT consulting
- Design and development of applications and systems based on Open Source technologies
- Design of computer networks and network environments





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