CC Connect

Omni-Channel Contact Center Solution

logate
software
empowerment
company

Connect is an all-in-one communication platform for improving customer experience, optimizing resources and increasing overall productivity in responding to customer requests.

Whether your most important KPI is average handling time, response time or first call resolution rate, the overarching goal is amazing customer experience whilst having cost reduction in mind.
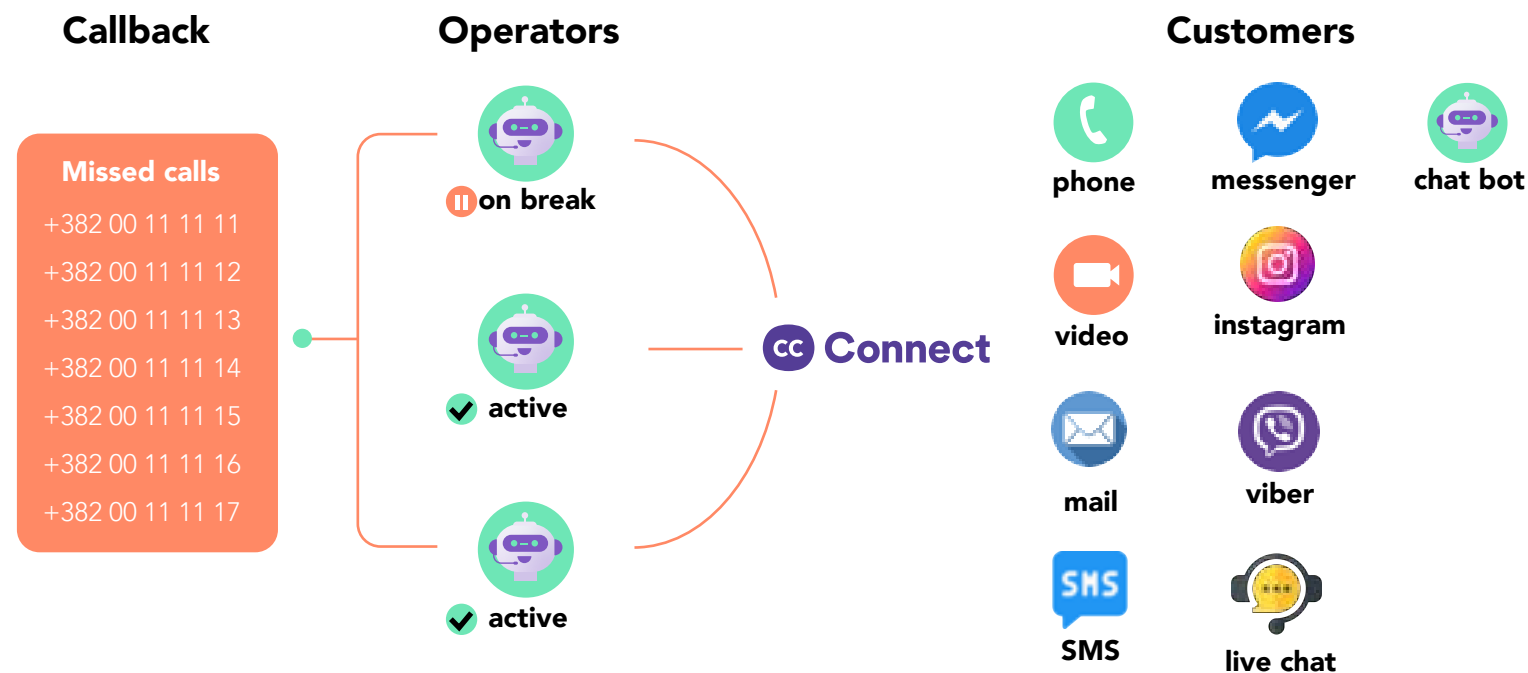
With multiple integration points, Connect can work in synergy with CRM and other systems and solutions that are already in place.

In order to provide amazing customer experience, you need to empower your agents with tools and streamlined processes for maximum efficiency.

Once the processes are put in place, Connect will ensure that each agent is able to respond to customer inquiry that corresponds to their skillset.

With pre-assigned roles and skills, operators are able to work on inquiries directly related to their scope of expertise.

Path to amazing customer experience

Callback

Missed calls

+382 00 11 11 11
+382 00 11 11 12
+382 00 11 11 13
+382 00 11 11 14
+382 00 11 11 15
+382 00 11 11 16
+382 00 11 11 17

Operators

on break

active

active

cc Connect

Customers

phone

messenger

chat bot

video

instagram

mail

viber

SMS

live chat

cc Connect

How Connect Prevents Contact Center Overloads?

Your contact center agents may be dealing with too many customer inquiries coming via different channels.

Hiring more agents may not necesseraily solve the overload issues. In most cases, agents are not specialized and waste a lot of time getting background information on the client and purpose of the call, information that could easily be pre-obtained through our integrated IVR system.

Customer will talk with the right agent because they preselected options pertaining to agent's skills, nature of their call or other determinants that send them on the right path.

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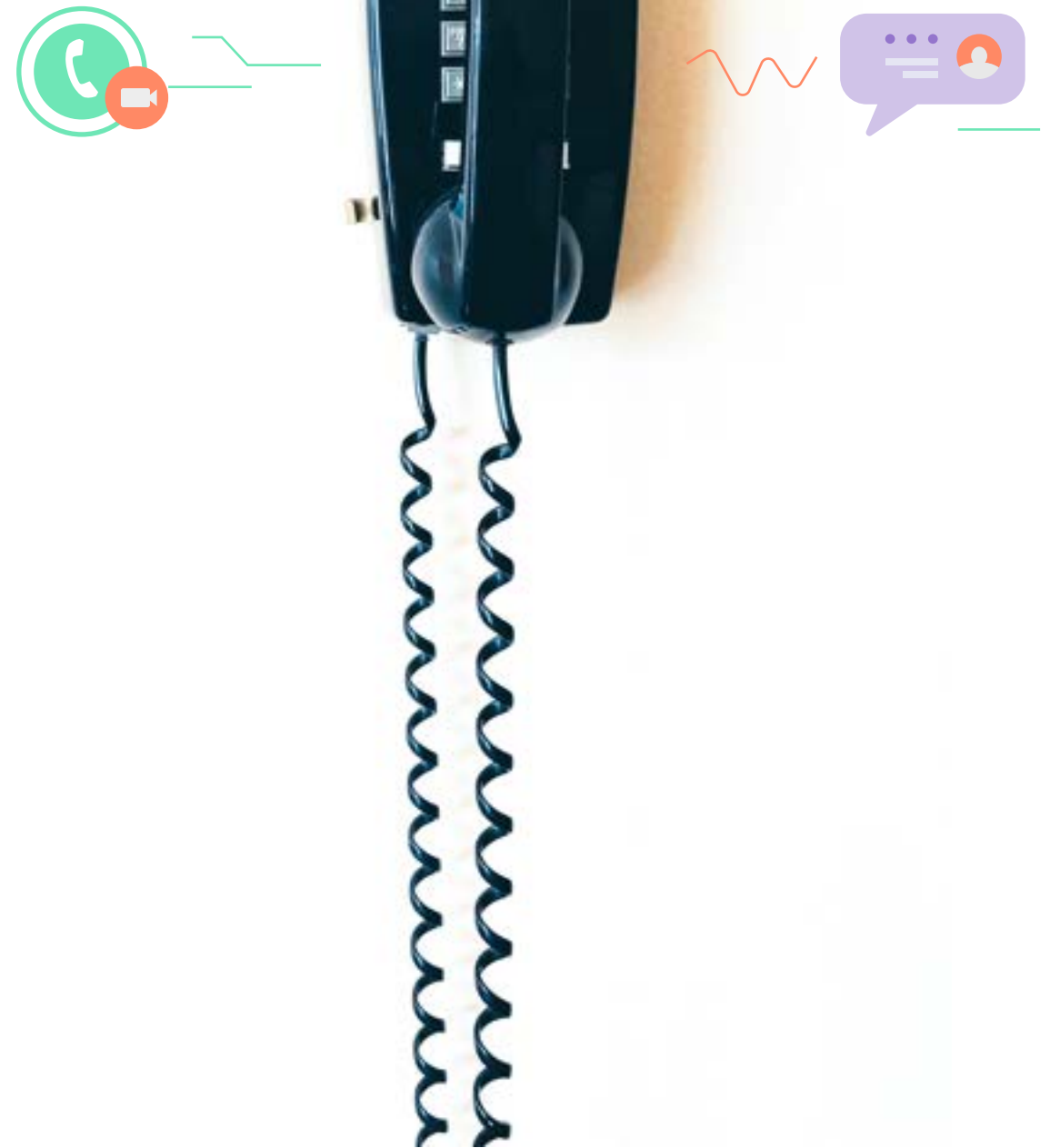
Multiple Communication Channels Platform

Most companies try to be accessible to their customers via multiple communication channels. If the channels are not integrated, the agent must switch between interfaces which takes time, focus and energy.

Interactions are saved in one platform but what happens if the customer initiates another interaction via different communication channel? **Connect integrates calls, video calls, SMS, E-mail Facebook, Viber, Live Chat, Instagram,** into **ONE** communication platform agents never have to leave to talk with customers and take notes of the conversations.

Once the client's contact information is saved, their information will always be displayed to the assigned agent during future interaction.
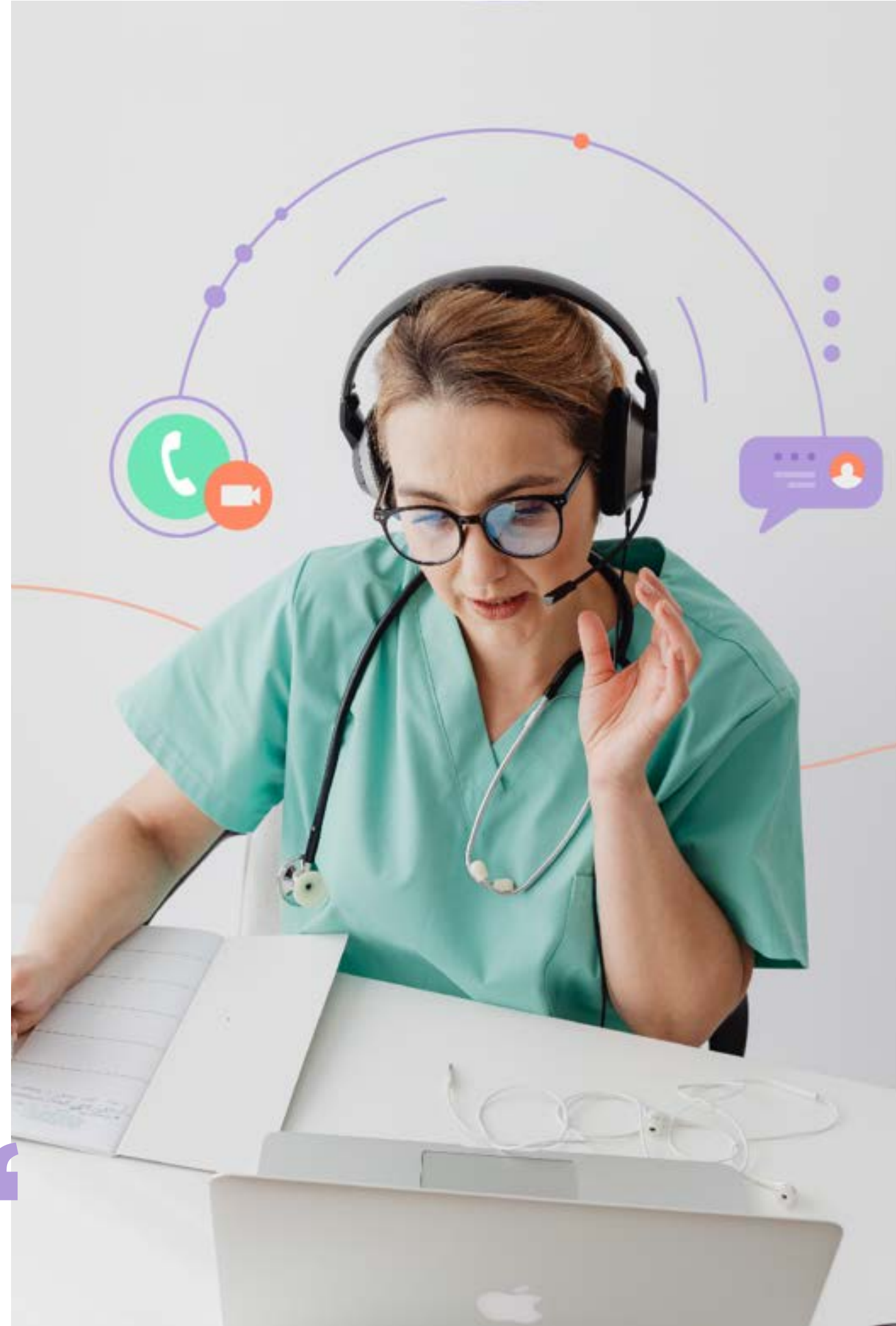
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Improve First Call Resolution Rate

One study shows that **33%** of customers consider the most critical aspect of good customer service experiences to be having their problem solved in one single interaction, regardless of the amount of time spent.

First call resolution rate is more than just another metric - it shows how efficient your company is at solving your customers' issues and how good your agents are at listening to customers. If the agents are not connected internally and have no access to relevant customer data, for any non-routine issue, first resolution rate drops significantly.

With our internal chat feature for agents and follow-up, which can be integrated with CRM and other systems for initiating action based on customer needs, you can efficiently handle any inquiry.

Service Each Existing and Potential Customer

If your contact center department is experiencing a high volume of calls, agents may not have time to take each call before the customer hangs up.

This is where Connect comes with callback list that auto-matically qualifies each unanswered call for a call back. The callback list is updated in real time, ensuring a customer is never called by more than one agent.

Personalized Interactions

Each time an interaction is initiated, the agent will see previous conversations under the same contact profile. If the customer is using a new number or a different social media profile, the agent is able to attach it to the existing contact or to create a new contact.

Every interaction becomes traceable and each customer receives personalized support.

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Connect vs Other Similar Solutions
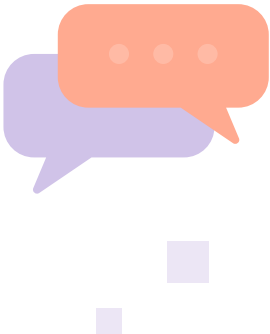
	CC Connect ✅	**Similar Solutions** ❌
Technical deployment	On-premise or cloud	Mostly cloud
Pricing structure	Transparent	Complex
Upgrades	Affordable	Can be more expensive than the base solution
Interface	Intuitive	Outdated
Role administration	Fully customized	Limited customization
On-boarding	Personalized trainings & on-demand videos	Mostly on-demand videos
Additional support	Industry tips and the best practices	Industry tips and the best practices

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Wallboard

Wallboard is a supervisor feature that shows the overview of current interactions in real time. Supervisors can use Wallboard to check statistics, such as number of missed calls, number of missed chats, number of VIP clients on hold, status of every agent and more.

But Wallboard is more than an analytics tool.

With Listen feature you can listen in on a conversation in progress and check how the agent is doing. Neither the customer not the agent will be aware that you jumped on the call.

You can use Prompt to give prompts to the agent, without the customer being aware. This is a particularly helpful feature for on-boarding new agents and teaching them how to handle interactions with customers.

You can also join the call via the Conference function which will transform the two-way interaction into a three-way group call.

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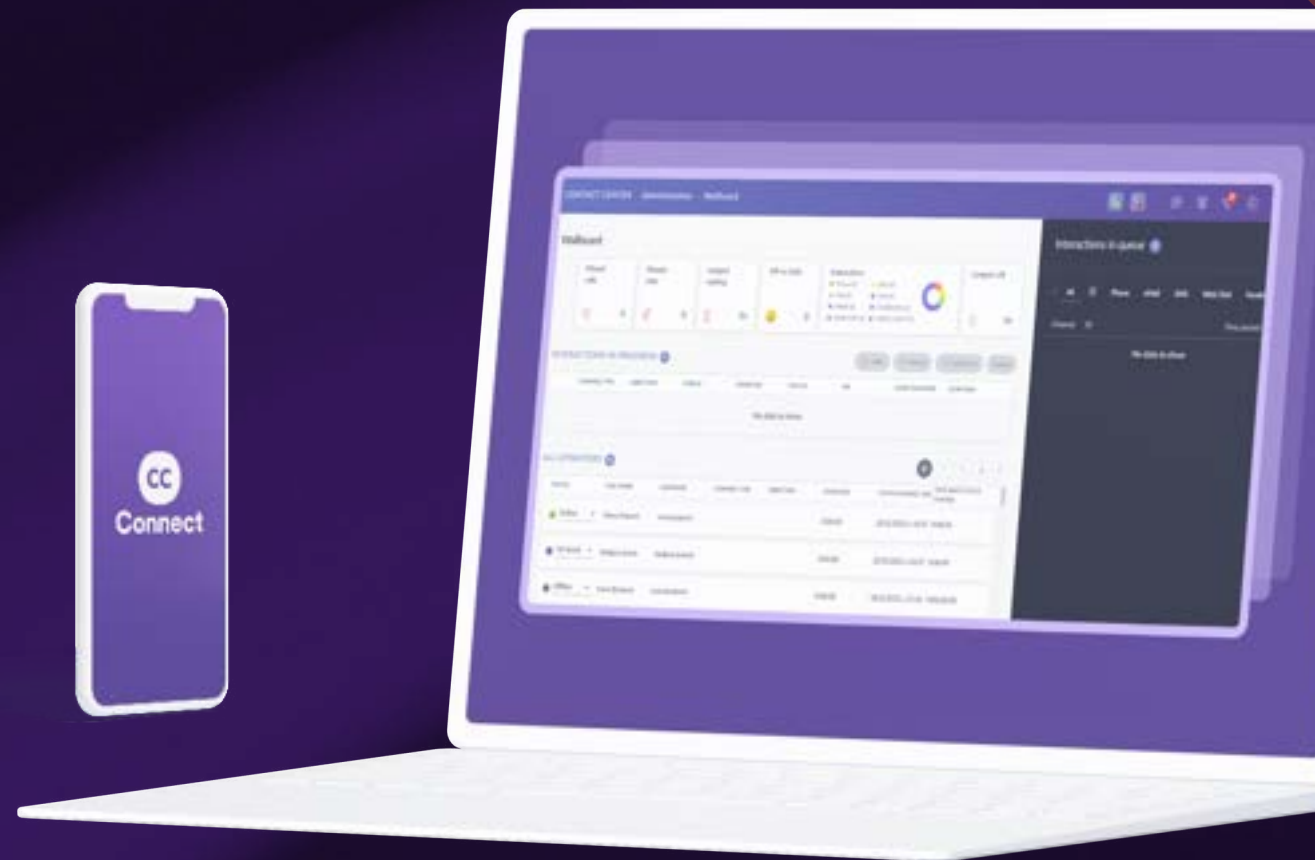
Supervisor
Data Dashboard

Intuitive and simple dashboard that enables the management of the Company to detect problems and workload of Contact Center department in a fast and simple way through a graphical overview of basic KPIs.

Supervisors can always see the following KPIs:
· First call resolution rate
· Customer facing time
· Average abandonment rate
· Service level
· Number of interactions per each communication channel
and more metrics designed to measure efficiency, overload and customer service level. Customer reports can be automatically generated and scheduled periodically in order to provide relevant executives timely information on relevant KPIs.

Service level
80/20 rule - 80% of calls answered within the 20 seconds interval

Response times for channels:

@ Email
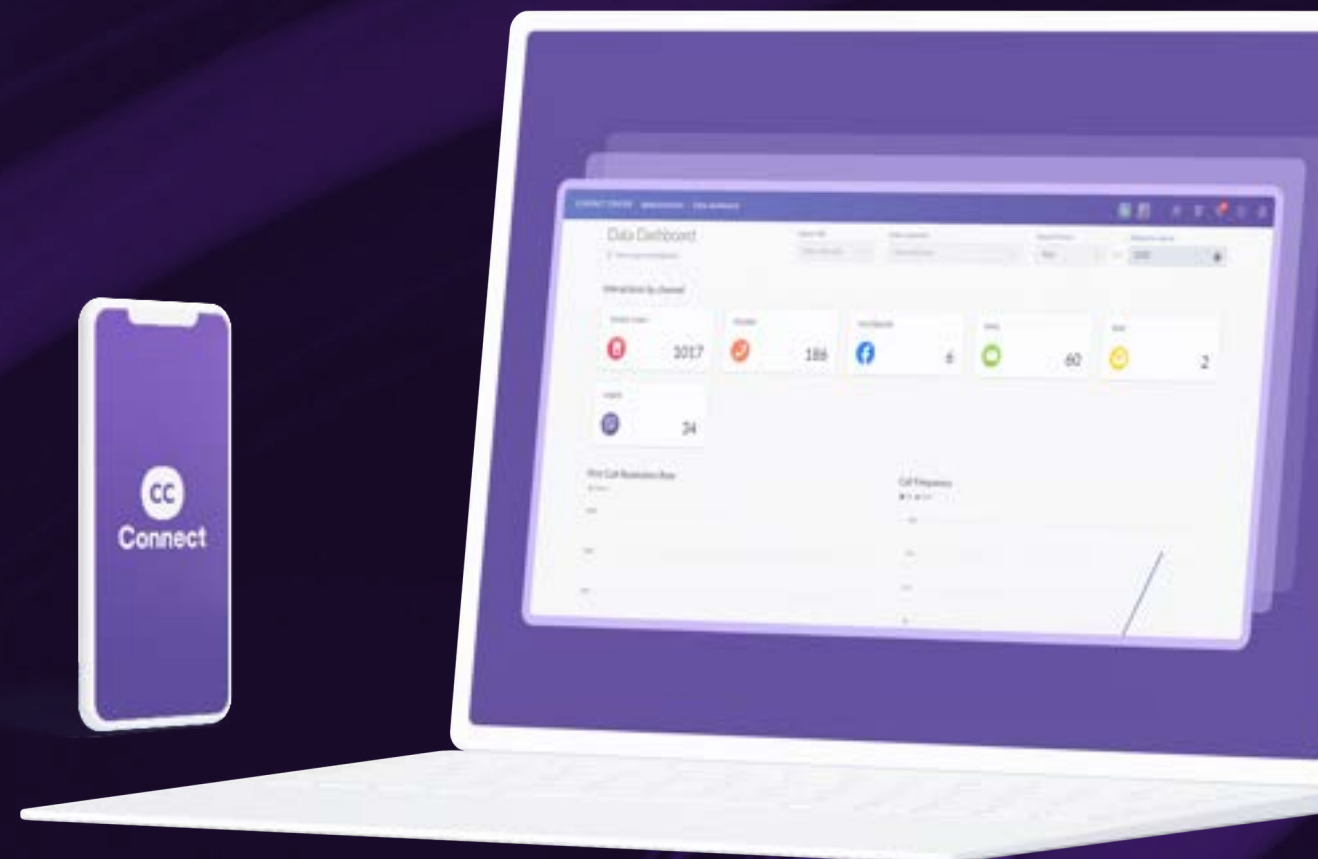– 100% answered within four hours, 80% within 15 minutes

Live Chat
– 80% answered within 20 seconds

Social Media
– 60 minutes is a good benchmark

SMS/Messaging Apps
– 80% of messages responded to within 40 seconds

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Operator Dashboard

Operator dashboard is created as the all-in-one communication channel interface for agents, where they interact with customers within a one page screen through different communication channels.

Features of operator dashboard:
· Customer data overview
· Insights into previous interactions
· Status of complaints and customer requests
· Call forwarding to other operators
· Overview of interactions on hold

The right side menu shows all the communication channels the company is using.

The agent can also see number of customers on the waiting list, number of parked interactions, campaign and follow up features.
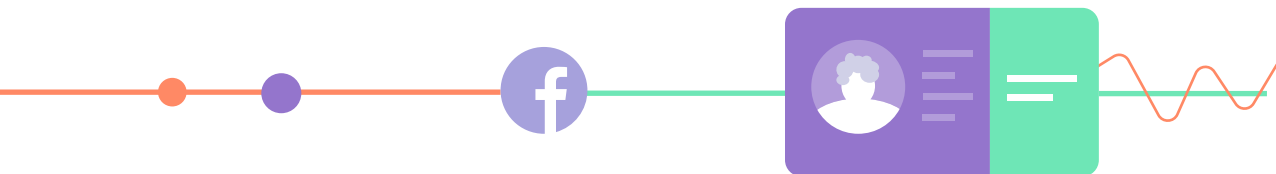
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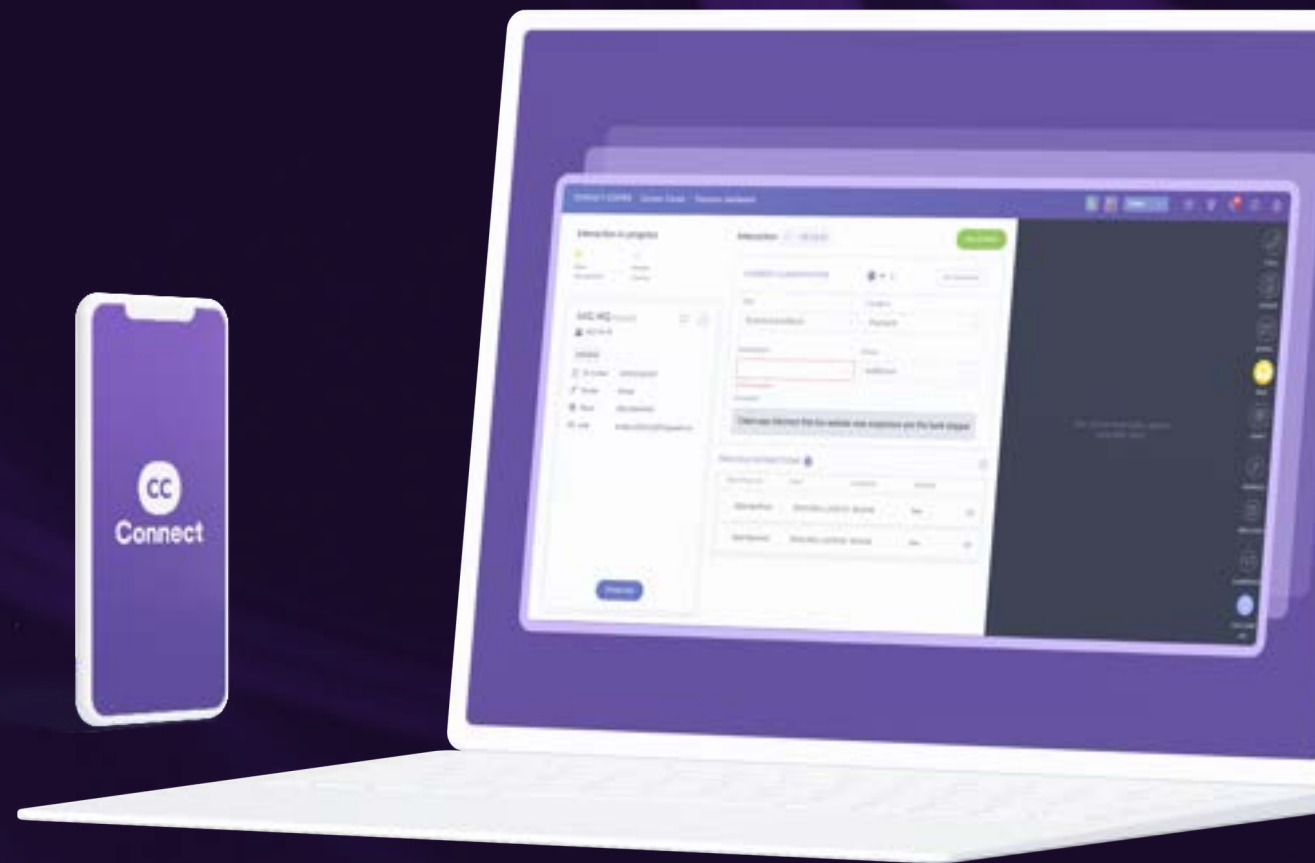
Campaigns

Managers can create **campaigns** based on preset questions and answers which will then be forwarded to the contact center agents, along with further instructions.

Campaigns can be initiated to gather customer feedback, qualify leads and facilitate opinion polls.
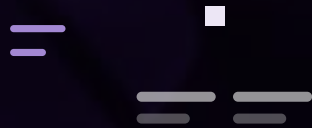
With preset questions and answers, **Connect** ensures the information is gathered quickly with no room for error.

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How Can Connect Help Your Business?

Each interaction is an opportunity.
Don't miss out.

Get in touch now and let's work
together.

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