

# CONTACT CENTER



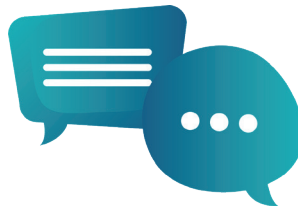
Gather your channels in one place and streamline your support while providing a more professional service to your customers.



**CALLS**



**E-MAIL**



**CHAT**



**SOCIAL**

## **Omnichannel**

A Contact Centre is an omnichannel tool that helps you gather all your contact areas, into one and the same interface. Instead of handling calls, e-mail, chat and social media in different places, everything is gathered directly in your Contact Centre.

When you get an overall view of incoming tickets, you can more easily handle and distribute tasks among employees. At the same time, you get a better basis for planning staffing, as all tickets are gathered in the same system. In addition, you avoid losing or forgetting tickets.

## **Take your customer service to the next level**

In addition to increasing the efficiency potential internally, a Contact Centre can help you take your customer service to a new level.

By being able to provide fast and professional service to your customers, regardless of which channel they choose to contact you, you can stand out compared to your competitors. Something that is becoming increasingly important in a market where customer service is crucial to retain customers.

