

6 WAYS AN OPTIMISED CONTACT CENTRE CAN HELP YOUR BUSINESS

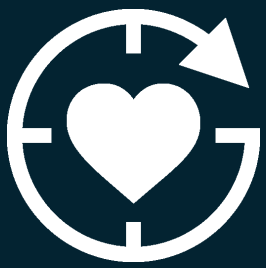


IMPROVE BUSINESS OUTCOMES

BY INCREASING SALES CONVERSIONS, REVENUES, RETENTION, CUSTOMER SATISFACTION SCORES, AND FIRST CONTACT RESOLUTIONS.

OPTIMISE CUSTOMER JOURNEYS

WITH ANALYTICS THAT TELL YOU WHAT IS REALLY HAPPENING AND ROUTING THAT ANTICIPATES CUSTOMER NEEDS AND MATCHES EACH CUSTOMER TO THE RIGHT AGENT.

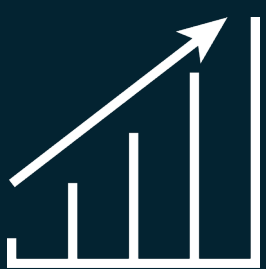


PERSONALISE EXPERIENCES

BY QUEUING VOICE, EMAIL, AND CHAT SO THAT THE SAME ROUTING RULES ARE APPLIED ACROSS THE ENTIRE CONTACT CENTRE.

REDUCE CALL ABANDON RATES

WITH A GLOBAL QUEUE THAT ROUTES BASED ON REAL TIME DATA ABOUT CALL VOLUMES, RESOURCE AVAILABILITY, AND OTHER CUSTOMISABLE VARIABLES, CHOSEN BY YOU.



IMPROVE PERFORMANCE

BY CENTRALLY MONITORING THE BUSINESS AND OPERATIONAL PERFORMANCE OF AGENTS, TEAMS, SITES, SYSTEMS, AND OUTSOURCE PARTNERS IN REAL TIME.

REDUCE OVERHEADS

BY MANAGING ALL CONTACT CENTRE OPERATIONS, RESOURCES, AND INTERACTIONS FROM A CENTRAL COMMAND CENTRE AT A REDUCED TCO.



GET IN TOUCH TODAY TO FIND OUT MORE ABOUT HOW NATILIK CAN SUPPORT YOUR CONTACT CENTRE.