Temovi Cloud Contact Centre

As staffing costs rise and competition for customer spending increases, organisations need cost-effective tools to proactively manage the customer engagement process; improving customer service and reducing staff costs. Traditional premises-based call centre solutions can be expensive to acquire, cumbersome to operate and often only manage phone calls. They don't offer an option to manage web inquiries, email, and other text-based interactions. Temovi Contact Centre centralises its multi-channel capabilities in the cloud, letting agents focus on customers and supervisors manage people, not systems. With the Temovi Business Cloud, organisations don't have to invest thousands in complex infrastructure that quickly becomes obsolete. Always have the latest tools and pay only for what you use.
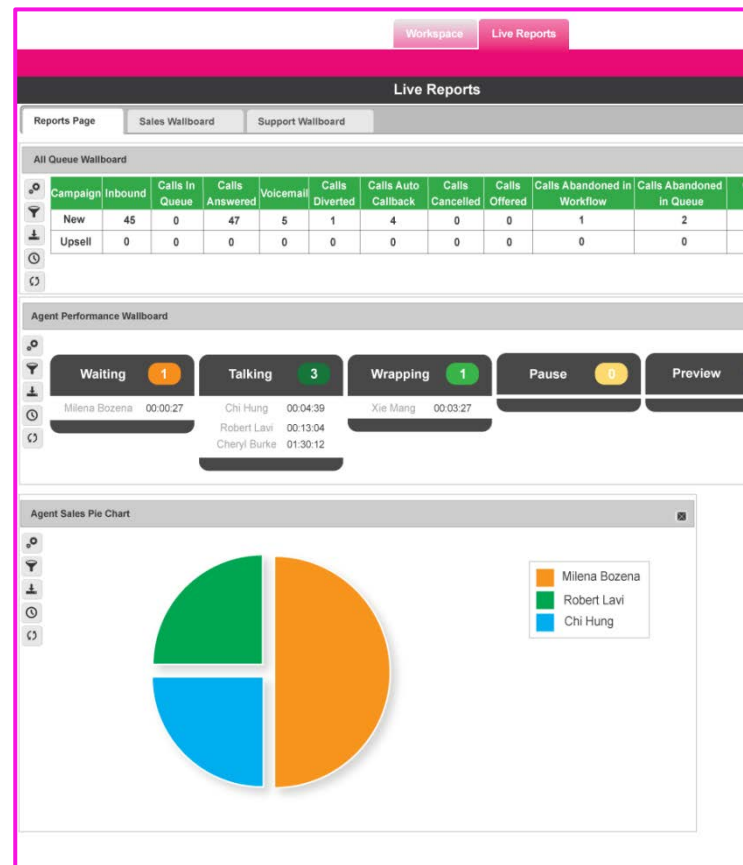
Make Informed Decision – Faster

With more than thirty reports and alerts, Temovi Cloud Contact Centre delivers customer service directors real-time insight into performance and provides notification of major issues.
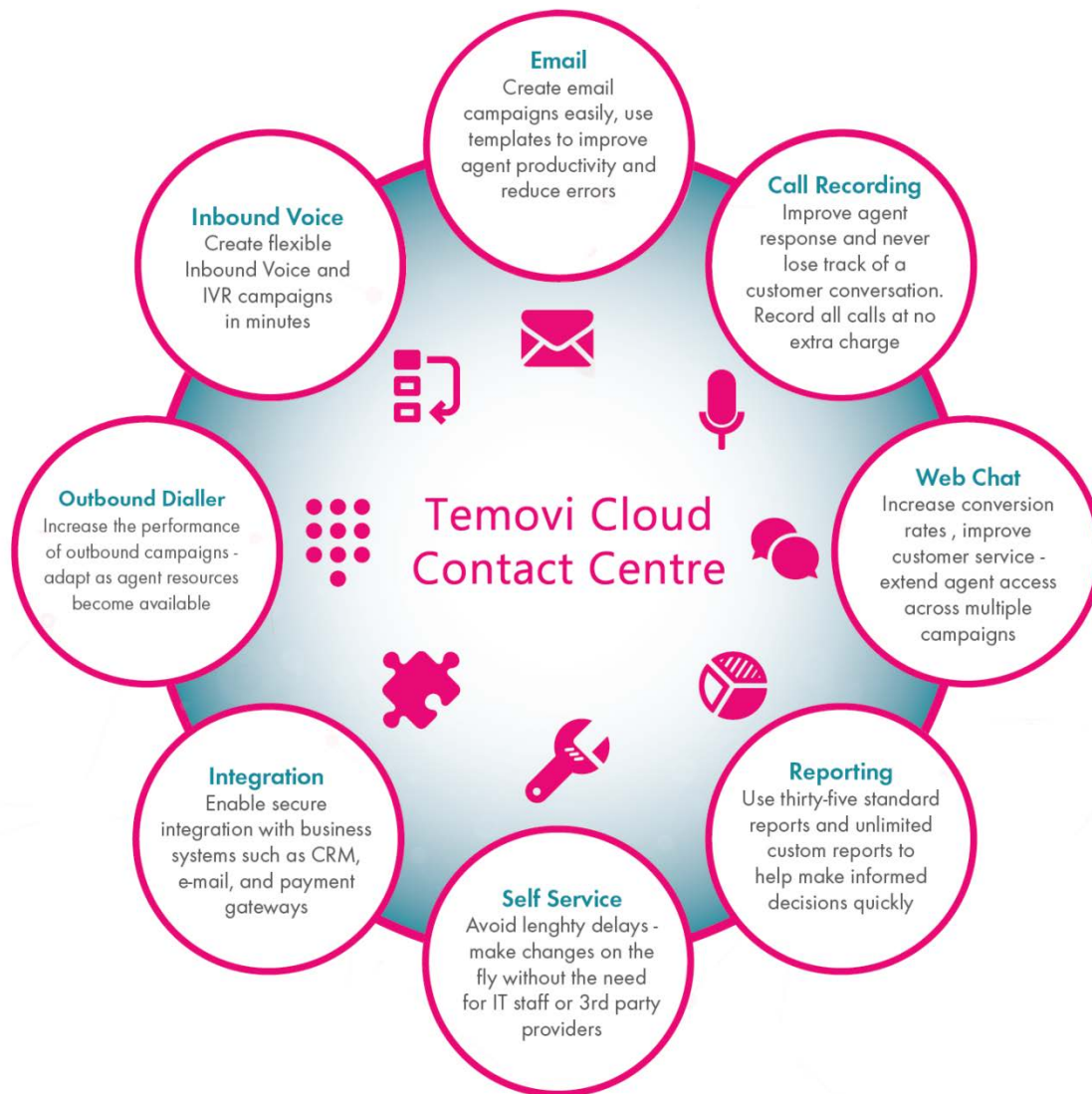
Increase Control and Visibility

Temovi Cloud Contact Centre gives supervisors direct control over their agents, campaigns and contact centre operations. Supervisors can make changes in real-time, meaning that the Contact Centre's rules can be instantly updated to respond to dynamic business requirements.

Reduce Agent Training Time

As the frontline customer interface in any contact centre, it's important that agents are supported by easy-to-use, reliable technology that makes their jobs easier and their time more productive. Temovi Cloud Contact Centre's intuitive user-interface is a single agent toolbar that integrates into other business critical applications, putting key functions at their fingertips. Training takes hours not weeks.

Data Sheet

Cloud Contact Center Features:

Security Settings: Control the access levels for all administrators and agents.

Dialler Manager: Create a customised dialler strategy for each campaign.

Campaign Manager: Create or clone campaigns and IVRs in minutes.

Script Editor: Create campaign or queue specific scripts.

Notifications: Set notifications for agents or groups of agents.

Wrap Codes: Customise wrap codes to meet individual campaign and business requirements.

Lists and Lead Management: Enable List and Lead Management through the effective management of your customer data.

Agent Creation: Agent profiles and campaign allocations can be created or amended in minutes.

Call Recordings: Search and listen to any call, seconds after the call is wrapped by the Agent.

Queue Manager: Allocate and move agents between campaigns or priorities dynamically.

Temovi
Real-time Communications