

C-Zentrix Customer Engagement Application for 1800 Numbers

IVR MISSED CALL MAGIC CALL TROUBLE TICKETING

LEAD MANAGEMENT CSAT SURVEY ROBO CALL

Your customer helpline is one of the most effective ways your customers can reach you. It becomes of utmost importance to make your helpline as efficacious as possible

C-Zentrix provides you with a completely automated customer engagement application to ensure all your customers' experiences and engagements with your products and services are taken care of. This hassle free, easy to set up application with fully packaged hardware and software, helps you provide greater customer satisfaction and yet allows you to focus on your core domain.

AUTOMATED RESPONSE FOR THE CUSTOMER

We won't be surprised to know that you don't hire a receptionist or a switchboard operator anymore to answer all incoming calls and route the callers to the right extension, you rather have an IVR system in place. However, the time has come to move up the ladder and embrace complete automation. The basic IVR gives greeting message and presents a list of menu options and questions about the nature of the call. On the other hand the advanced form of IVR uses technologies like Text to Speech and Automatic Speech Recognition. This technology helps you cut cost on the manpower at the helpdesk and also ensures that customers get accurate information from the list of pre-defined questions and answers fed in the database.

LISTEN TO THE 'VOICE OF YOUR CUSTOMER'

Customers' feedbacks help you improve customer experience by taking the right measures. Make immediate post-call survey as a part of your quality program. Record Customers feedback over Voice mail or take customer's inputs using DTMF over IVR

TAKE IMMEDIATE ACTION ON THE FEEDBACK OF THE CUSTOMERS

Organizations usually sleep over the heap of information collected via these feedback surveys and this ultimate leads to waste of efforts. With C-Zentrix an immediate action can be taken on the survey collected. The voice logs and the IVR recording can be immediately pushed to various stakeholders in the organization through email for instant action.

AUTOMATE COMPLAIN REGISTRATION. ENSURE FASTER COMPLAIN RESOLUTION

Inbound calls made by the customer to register a complaint can as well be completely automated and a speedy resolution can be ensured with C-Zentrix. An automated complain number can be generated upon call which will be announced in the beginning of the call and also will be immediately pushed to the customer via email or SMS for further reference. The complaint details will be also pushed to the relevant stakeholder inside the organization for immediate action. The customer can also record his inputs over a voicemail which can be forwarded to the relevant stakeholder immediately.

STREAMLINED PROCESS FOR YOUR FIELD FORCE

A toll-free helpdesk for your internal field force who might be involved in activities like installation, deployment or delivery, always makes sense. C-Zentrix provides you with the facility of 'magic call' which helps the field force to call up the customer without incurring any calling cost on their numbers. This call also has 100% recording for future reference.

Field force can also be provided with automatic job request number along with the job details over SMS from the Helpdesk using C-Zentrix.

Also the job completion and the service satisfaction survey can be conducted in an automated manner on C-Zentrix IVR.

INCREASE CHANNELS FOR YOUR CUSTOMERS TO REACH YOU

Missed Call is a concept which rules in mass markets of India. This provides your customers with a 'Missed Call' number to register any complain, query or product feedback in a simple and easy to access mechanism. The numbers captured can also be used for future awareness or marketing campaigns run by the company.

REACH US TO KNOW HOW YOU CAN ENHANCE YOUR CUSTOMER EXPERIENCE FURTHER

Contact- Saket@tvtworld.com OR +91 9810509403

SOLUTION DETAIL

Fully packaged hardware and software (SINGLE BOX 1800 Number Solution)

Completely Web Based interface for management, configuration, live monitoring and historical reporting

Can handle up to 4 PRI Lines (120 voice channels) (Available in 1 PRI, 2 PRI and 4 PRI modules)

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