

Create The Next Generation Touch Points For Your Customers

CZ Interactive Voice Response System



The C-Zentrix IVRS can be used for financial services, health services, banks, E-Commerce firms, any complain registration services, hospitality industry, airlines, railways bus services etc.

- Advanced XML based IVR creator
- Text to speech facility
- API for integrating to any automatic speech recognition system
- Festival facility
- Integration with any kind of applications or databases
- Display of IVRS node traversal on tele-caller screen
- Time base IVRS announcement
- Detailed IVRS reporting
- Secured authentication with Https for IVRS prompt without actually accessing the database

CZ Automatic Call Distributer



C-Zentrix comes with an inbuilt ACD. It is the brain of the solution and makes all the decision regarding call routing and call control.

- Normal and skill based routing
- Ability to add 'n' number of skill with priority for an agent
- Call queuing facility
- Roaming agents
- Live call barge-in
- Auto barge-in
- Call forwarding
- Supports multiple queue
- Inbound, outbound and blended queues
- Customized MoH (Music on Hold) for each queue
- Call Transfer (agent to agent) and (queue to queue)
- Screen transfer and skill transfer in case of agent to agent call transfer

CZ Auto Dialer



This helps automatically dial out a number and connect to a tele caller available on the floor of the contact center.

- Predictive, progressive and preview modes of dialing
- Rule based dialing with rules like LIFO and FIFO instantaneously applicable
- Time zone based dialing
- Multi number dialing (up to 10 numbers for a lead)
- Live update on the lead status for each list
- Facility to set bulk rescheduling and re-churning of the leads
- Facility to set call backs from the agent interface
- Facility to set strict mode for a call back so that the same agent receives the call the next time when the lead is called back
- Automatic call back by auto dialer on an abandon inbound calls



CZ Voice Logger



C-Zentrix comes with an inbuilt voice logger for complete call recording solution

- 100% call recording of calls (inbound, outbound, automated or manual)
- Agent can have the facility record his own calls
- Voice logs can be saved in wav or mp3 file format
- Sound files can be searched on the basis of date, time, length of file, dispositions, customer phone number, agent id, campaign, unique id etc
- Real time voice logs backup facility to any FTP server
- Sound files can be played in the browser itself remotely on a standard internet connection
- Inbuilt quality tool for quality team to rate voice logs
- Ability to integrate to VERITAS tape drive and SAN
- Facility to merge the voice logs with the screen logs

CZ Missed Call Solution



C-Zentrix Missed Call Solution is an innovative way to engage people without any cost.

Some of the Important Utilities of the Solution are

- Event participation/ registration
- Product promotion
- Survey
- Non-Intrusive lead generation mechanism

CZ Robo Call Solution



C-Zentrix Robo-Call solution is an innovative way to proactively connect to existing customers, prospects and employees and update them about payment collections, telephonic survey, events, results, new initiatives or pass on important information in an event of sudden disaster.

Some of the Important Utilities of the Solution are

- Automated call for product promotions
- Automated call for payment collections
- Automated telephonic survey
- Communication during disaster management
- Update to the employees on new initiatives undertaken by the enterprise (HR and Admin initiatives)

Rajeev Kumar, AVP - Technology from CarWale | Automotive Exchange Private Limited
on C-Zentrix Enterprise Suite

CarWale[®]

"C-Zentrix has helped us in setting up the dialer solution in a very timely and cost effective manner. It was very easy for us to incorporate their tool into our systems without doing any major changes. I think their biggest USP is that they are themselves doing the services of the product which removes lots of delay in setting up the systems, which otherwise would have happened if there was a third party in middle. We are confident of their solution and would recommend to anybody wanting to have a cost effective dialer solution."

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