



INTRODUCTION TO C-ZENTRIX

C-Zentrix is complete Customer Engagement Suite for managing inbound and outbound calls effectively for up to **150 concurrent Tele-callers** on one single server with 8 PRI lines terminated concurrently. C-Zentrix provides easy to use, manage and monitoring system for any emergency helpline contact center.

C-ZENTRIX AS A HELPLINE SOLUTION

C-Zentrix Customer Engagement Suite provides a multichannel contact solution for any emergency helpline to the end customers who might be a patient, victim, citizen or normal customer. The multichannel communication helps the customer to reach the emergency help services in the fastest time with least hassle. The channel of communication can be **Call, SMS or Chat**.

The advanced telephony engine of C-Zentrix patches the call or chats to the earliest available agent and is guided by an **Advanced Skill Based Routing** mechanism to find the best expert on the floor to answer the call based on the service selection by the customer over the IVR.

The **SLA Based Load Balancing Module with Prioritization** helps the administrator to fix SLA for call answer as per his desired need (e.g no customer should wait for more than 10 seconds in the queue, in case the call does not connect the first time then if the customer again calls within next 1 minute his call is given immediate priority over all other calls to connect to the agent) so that the correct service levels are met for the end customer in times of emergency.

100% Call Recording and immediate availability of the call recording helps the quality people to cross check the validity of the desired request by the customer and if an appropriate action was taken on the request.

SMS Module helps to immediately push the service request details to the end customer and other stake holders after the call has been disconnected.

Multiparty Conferencing is an inbuilt piece of the solution and the agent can take multiple people (Agent, Supervisor, Customer, Third Party Dispatcher, Police station, Doctor) etc into one single conference room and discuss the case in detail. Agent can introduce all to a single conference room and can stay or leave the room to take other critical calls while other people continue discussing the calls. There would be **100% call recording for this conference** which can be uploaded and sent as attachment with emails for future references.

Live Call Barge-in helps the supervisors to barge in to live calls of the agents for monitoring and training purposes.

Live Chat for the agents and supervisors helps each other to take help while handling a customer.

Standard Web Based APIs for easy integration with third party applications like dispatch system, GPS systems, CRM tools, payment gateways etc.

Real Time Redundancy can be built using two servers and two gateways which can assure 99.999% uptime for critical services.

KEY HIGHLIGHTS OF THE SOLUTION

- Automatic Call Distributer (ACD)
- Voice Logger
- Automate Dialer
- Basic CRM
- MIS Reporting
- Live call Barge in
- Internal Chat
- SMS and Email plugin
- Standard Web API for integrations with third party applications like dispatch system, GPS systems, Payment gateways etc

ADVANTAGES

1. Quick and easy connect for the customers with defined SLA
2. 100% Call Recording and live monitoring system over LAN, WAN and internet
3. Detailed real time and historical reporting with more than 60 readymade reports for tracking key parameters
4. Multi party conferencing for patching different stake holders to a single call
5. Automated dialer for quick reach to a customer
6. Capability to integrate with any third party application easy and quick

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

Contact- Saket@tvtworld.com OR +91 9810509403

Towards Vision Technologies Private Limited

496, Ground Floor, Udyog Vihar Phase 5, Gurgaon, Haryana - 122 001, India

Contact –

Saket Setu : Saket@tvtworld.com

Rachana Singh : Rachana@tvtworld.com

+91 9810509403, 0124 4793900

www.czentrix.com

Bangladesh, Srilanka, Malaysia, Indonesia, Dubai, South Africa, Ethiopia and Brazil
Private Ltd

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