



Omega Contact Centre Solutions

Delivering enhanced customer experiences

We're proud to introduce Omega Contact Centre Solutions - a new pillar within the Omega Collaboration Ecosystem. Talking with customers is still an essential part of any business, and our voice focused Contact Centre offerings enable a communication bridge to be created between you and your clients no matter where you are or what type of Contact Centre solution you require.

Customers can choose fast and efficient self-service on the channels they prefer, with an agent available to help as needed.

Furthermore, your agents can stay in sync via a consolidated view of relevant information thereby keeping pace with customer expectations. As you gain a deeper understanding of your customers' needs, your teams will become better organised and more effective.



CONTACT CENTRE SOLUTIONS BENEFITS:

Cloud Hosted Solutions: Enable your contact centre agents to work from anywhere at anytime with cloud hosted solutions.

Multilocation: Choose from a wide range of deployment options, from a single site up to 150 virtual office locations over IP.

Multichannel with skills-based routing: Seamless support for voice, email, web chat, video and SMS contact channels with the ability to route customers to the most suitable agents.

Multiple call handling: Agents can handle up to 5 simultaneous contact channels – voice call, email, web chat, video and SMS.

Call recording: These reliably stored clips are not only useful for legal and training purposes but can also help you identify your best agents as well as customers requiring further assistance.

Remote agents: Specialised functionality enables teleworking for optimal resource allocation, regardless of location.

Interactive Voice Response (IVR): This electronic voice menu helps callers decide which agent they want to be connected to based on their needs, thereby creating a more efficient contact centre network.

Skills-based routing: With this set up, the caller is offered several options which funnel them towards the most suitable agent, saving valuable time and resources.

Desktop notifications: Our contact centre software offers the option of pop-up notifications on your desktop so you're always aware when you receive a call or when a call is transferred to you.

Contact us on **011 258 5496** or email us at info@omegadigital.co.za to learn more about Omega Contact Centre Solutions' features, benefits and technical details.