Email Support

CENTION

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Book Of Content
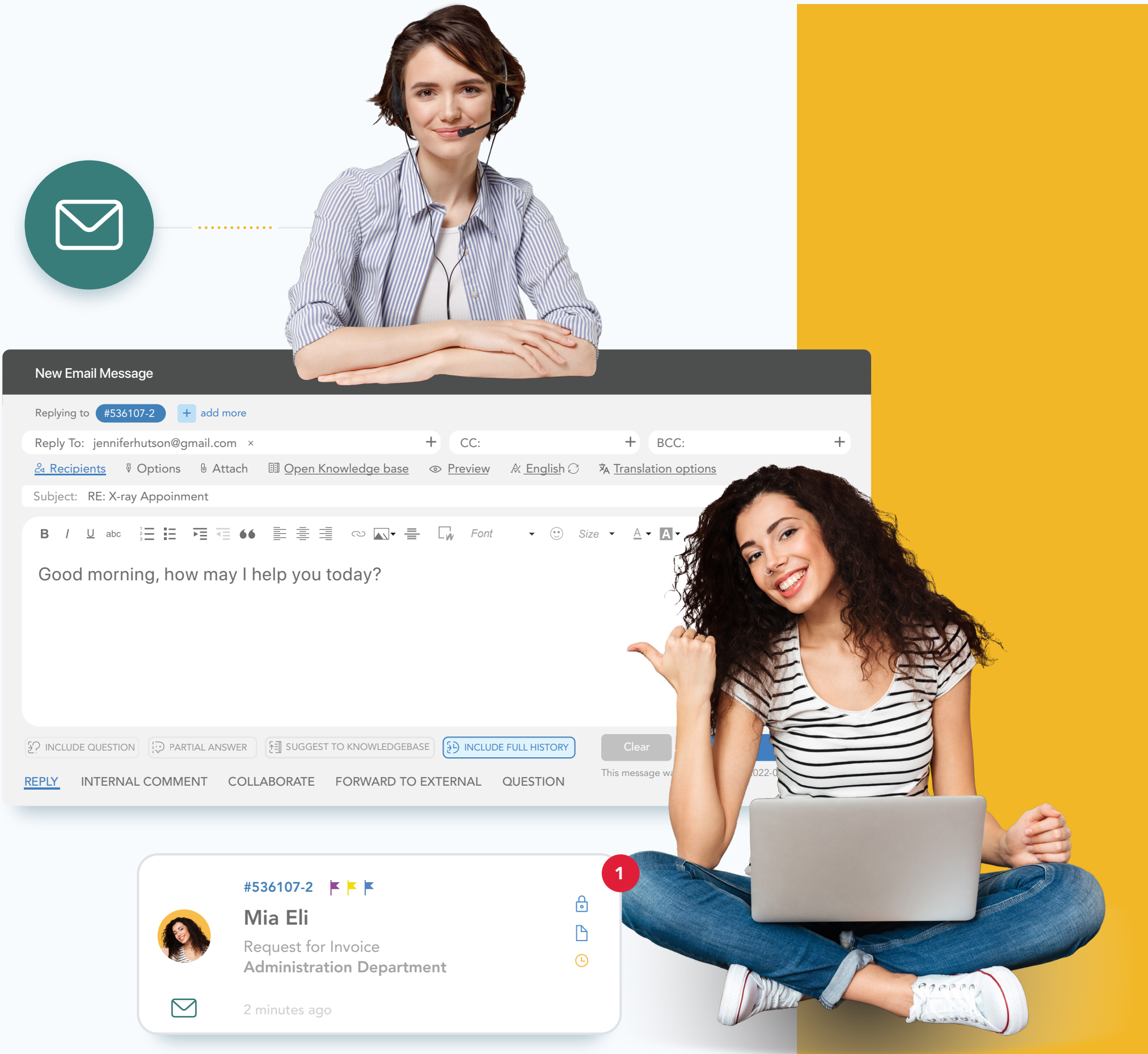
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Introduction

Why Email Support?

Email support is one of the earliest, yet least used, forms of digital communication today. The majority of individuals now prefer to call or interact with a brand representative over the phone. However, having a massive phone support or staff responsible for answering chats can be a significant financial strain on the company due to the manpower needed to achieve all of the work required and manage multiple customers at the same time. Despite all of the development and future technology, email remains one of the most crucial forms of communication to this day.

With email support, you can reach out to customers all over the world without having to worry about different time zones or availability. It provides you an advantage over your competitors since you don't have to spend hours on the phone leaving messages or waiting for someone to pick up the phone and give you a response.

New Email Message

Replying to   #536107-2   + add more

Reply To: jenniferhutson@gmail.com   ×   +   CC: +   BCC: +

Recipients   Options   Attach   Open Knowledge base   Preview   English   Translation options

Subject: RE: X-ray Appoinment

Good morning, how may I help you today?

INCLUDE QUESTION   PARTIAL ANSWER   SUGGEST TO KNOWLEDGEBASE   INCLUDE FULL HISTORY   Clear

This message wa...   2022-0...

REPLY   INTERNAL COMMENT   COLLABORATE   FORWARD TO EXTERNAL   QUESTION

#536107-2

Mia Eli
Request for Invoice
Administration Department

2 minutes ago

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#525207-2

Claire Carter

Account has been locked
Administration Department

2 minutes ago

#515207-3

Harley Ezra

Request for invoice
Administration Department

1 minutes ago

#525207-1

Joshua Caleb

Checking order status
Operation Department

3 minutes ago

#524308-1

Colton Luca

Refund Process
Account Department

3 minutes ago

#524308-1

Santiago Cooper

Request for Item Replacement
Logistics Department

3 minutes ago

Product Feature

# Manage All Emails In A Single Platform

Bring all emails into a single omnichannel platform, deliver seamless experiences and solve problems faster. Collaborate with other agents and external experts to understand customer needs better, solve their issue faster and enhance customer experience.

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Product Features

Smart Email Routing

Analyze incoming emails, classify them and then automatically forward them to the right place in the company.

Receive and manage customer inquiries through email and apply tags to route customers to the best agent available to fix the issue. Smart Routing will improve customer satisfaction and decrease the average handling time (AHT).
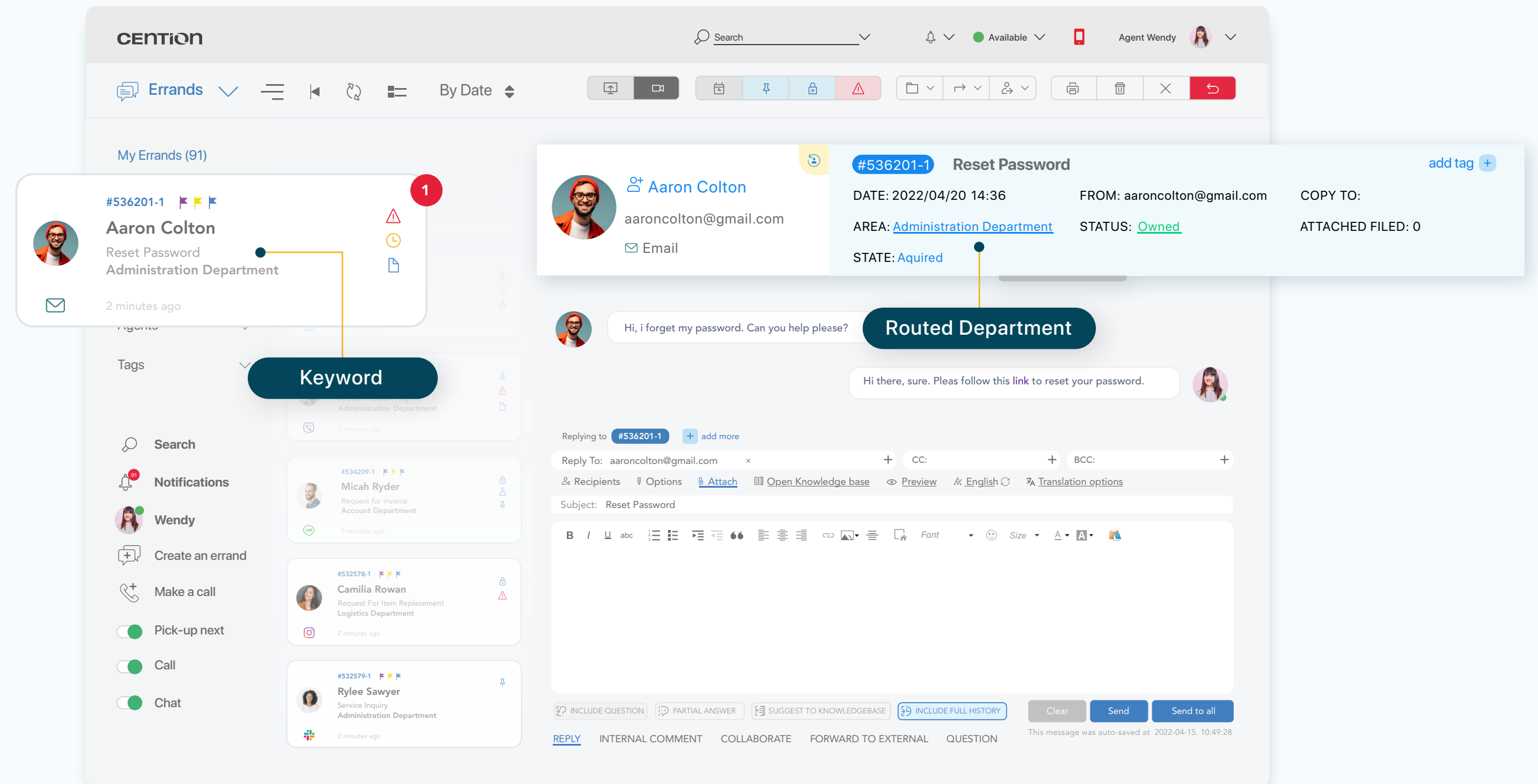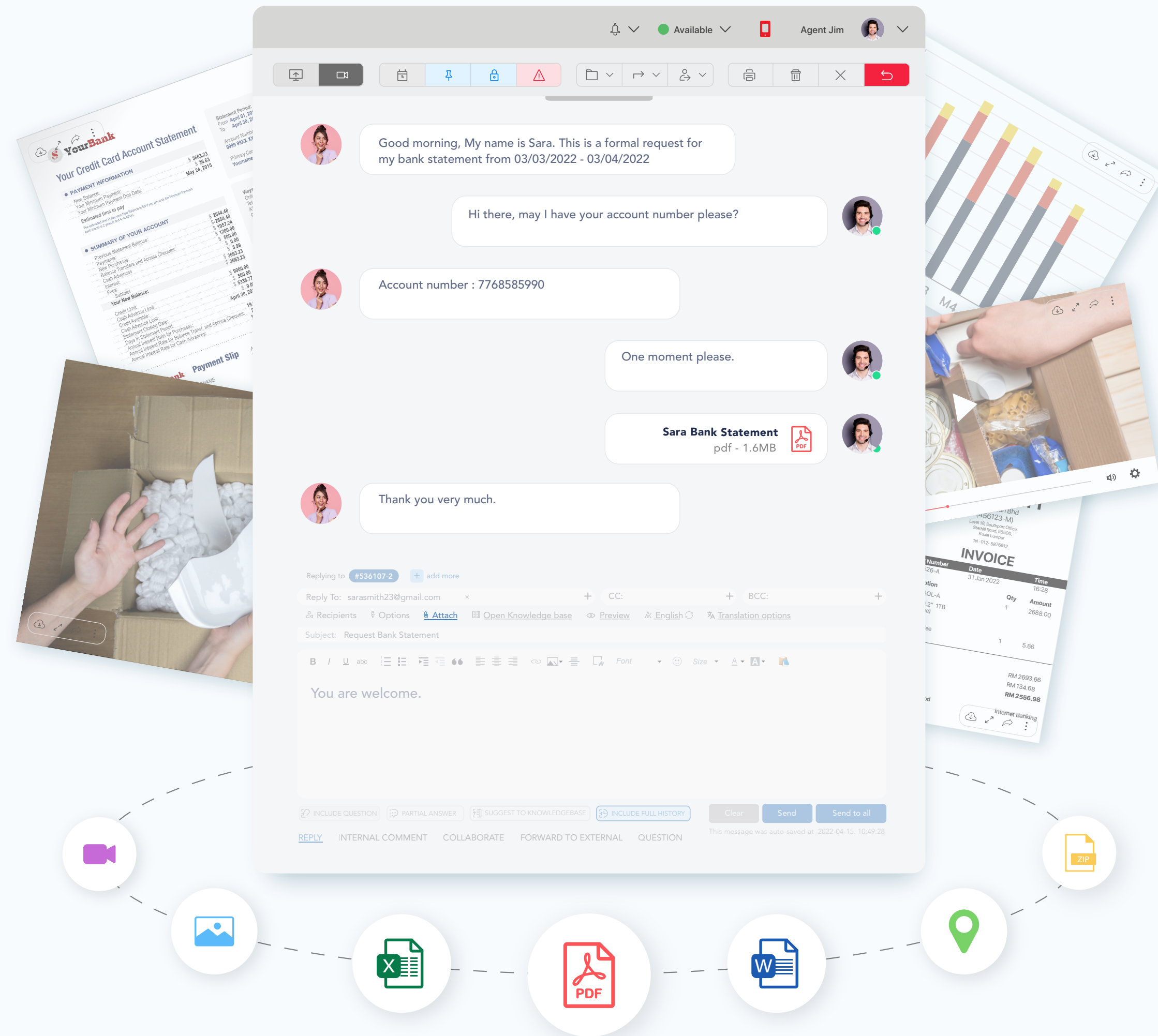
Product Feature

File Attachments And Images

Send or receive attachments to the register, such as receipts, quotes, infographics, financial statements, images, and videos.

Every company needs to send or receive attachments to the register, such as receipts, quotes, infographics, financial statements, images, and videos. For example, if a customer reaches out to the brand over a broken item, adding images along with an email would help both the agent and the customer to show that the item can be replaced. Situations where it's required to send a scanned copy of a receipt, providing email support may be the perfect platform to get the job done.

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Product Feature

Email History

Allow your team to store notes and records within one database while providing a personal touch to each individual customer. As soon as you open a dialogue with a customer, you're able to access their entire conversation history. This means agents can quickly get familiar with their circumstances, and meet them where they are in their customer journey.

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Product Feature

Gain Insights With Real-Time Metrics

Track customers conversations, agent performance metrics with predefined and customizable real-time reporting dashboard. Monitor real-time performance and gain data with an extensive reporting feature to detect patterns, identify customer issues and assess performance to constantly enhance your customer experience.

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Integrations

Built In Beautiful Connectors

Connect all processes, applications and CRMs the way that works for you!

Voice	AVENTA · twilio · Asterisk · Mitel · Enghouse Interactive

CRM	Microsoft Dynamics · SUGARCRM · salesforce

Automation	Dialogflow · IBM · KeyReply · aws

Reporting	VISIGHT SIMPLY SMARTER · Qlik

Customer Survey	qualtrics · Indicate me · EVIEXA CUSTOMER INTELLIGENCE · quicksearch feedback solutions

Chat Extensions	ARTIFICIAL SOLUTIONS · humany.

Collaboration	Teams · slack · Jira

SSO	Auth0

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Testimonials

Clients Are Talking

Reputation by association is alright by us.

Kingston

"In Summary, i have no hesitations in highly recommending Cention for the ease of use of the tool, its integration capabilities and the great service that Cention offer to compliment the tool."

stadium

"We use Cention for all customer interactions via email, Facebook, Instagram and also register all our phone errands. Their support is outstanding and their willingness to improve their system on their customer needs is what makes them not only a supplier but a true business partner."

GSC

"Cention is more that just a CRM system; its a gateway to improving our customer service operations, so we can efficiently handle feedback and streamline the process. As a platform, it packs all the functionality that we need, while giving us options and flexibility for customisation to suit the organisation's needs."
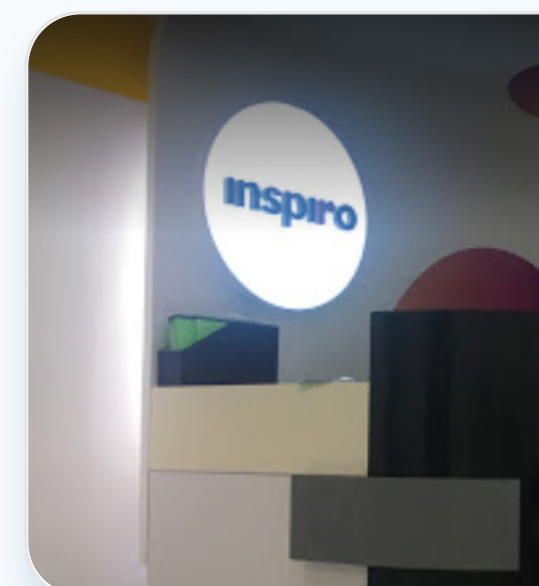
inspiro

"We use Cention's email management system to keep track of all our important accounts. Cention's user-friendly omnichannel email and chat solution allows us to manage massive volumes of inbound emails and provide accurate reports of our team's productivity and efficiency. Cention really provided us the best tools to streamline all operations to deliver effective and efficient customer service."

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Client Tele

It Works For All Industries

From different industries & different size.

Healthcare

melin group | Parkway Pantai | Biotage | pharmaniaga

Retail

KICKS | | stadium

Manufacturing

dormakaba | Electrolux | Kingston

Entertainment

GSC | kombispel | SVENSKA POSTKOD LOTTERIET

Call Centers

TELECONTINENT | inspiro | online | CALL4U

Government corporation

posti | postnord | SYSTEM BOLAGET

Government

midt region midtjylland | ENKÖPINGS KOMMUN | Eskilstuna kommun

Insurance & Security

AON | if... | G4S

Information Technology

CGI | TechData | tieto EVRY

Banking

AFFIN HWANG CAPITAL Asset Management | IKANO BANK | FOREX BANK

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One Platform
For All Communication

Bringing all communication into one

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