

Product Features

One Platform For All Communication

Bringing all communication into one

CENTION



Cention Book Of Content

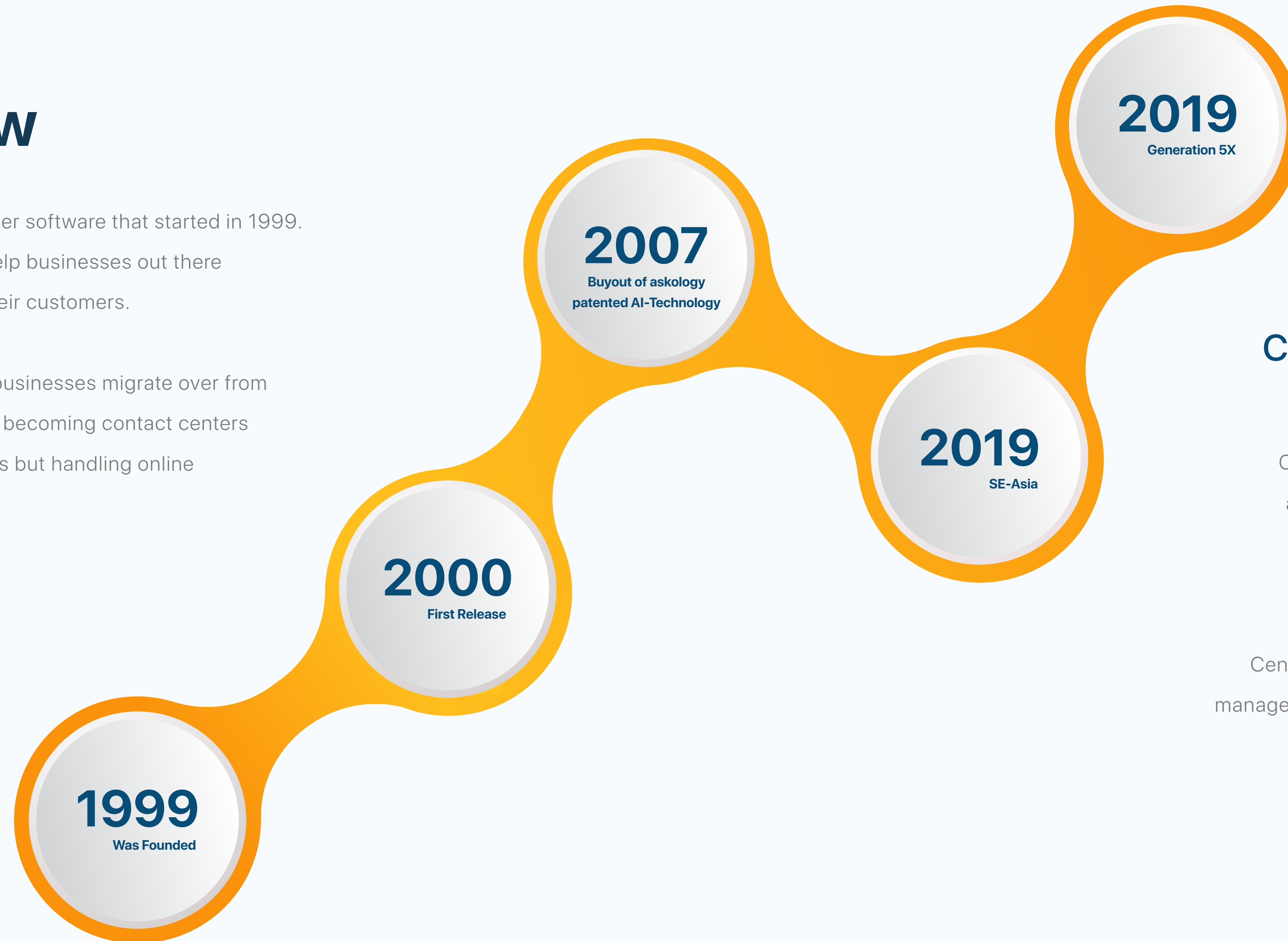
Company Overview	01	Routing	09
Cention Software	02	Report Analytics	10
Omnichannel	04	Integrations	11
Collaboration	05	Testimonial	12
Errand Handling	06	Our Clients	13
Live Chat	08		

Cention Company

Overview

Cention is a Contact Center software that started in 1999. Cention had a vision to help businesses out there to stay connected with their customers.

The mission was to help businesses migrate over from being pure call centers to becoming contact centers with handling not just calls but handling online channels too.



Connects Businesses with customers

Cention unites contact center (CC) and communication platform (API) functionality in a single cloud software solution.

Cention redefines the way businesses manage customer interactions by innately unifying all internal and external business communications.

Cention Software

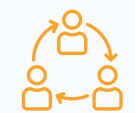
One Platform For All Communication

Cention's purpose is to streamline all these communication channels into one platform making it easier for businesses to handle customer response or customer queries.



Omnichannel

Unify and collaborate your entire workforce across voice, email, chat, sms, social media and webforms.



Collaboration

Maximize the capacity of your agents by allowing them to collaborate for assistance while responding to customer queries.



Cloud (SAAS)

Ensure optimum business performance when you move to cloud with no risk and no downtime.



Report and Statistics

allows you to gather endless data with predefined and customized reports. Reports can also be exported.



Cention Software

Powerful Single Dashboard

Seamless processes for the ease of all communication internally and externally.

Errand Handling

Due Date:

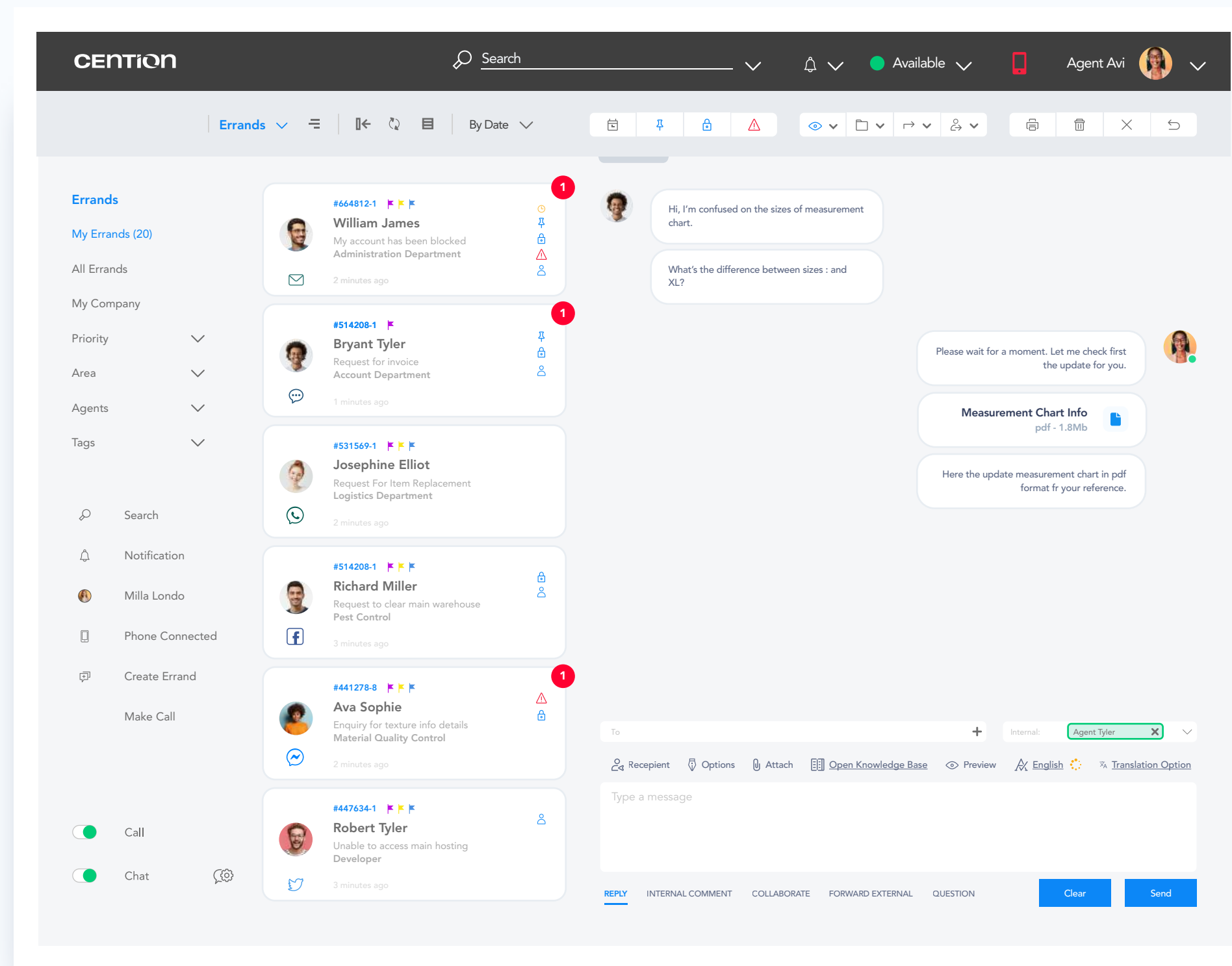
Set due dates for each errand and never worry about missing the errand deadline.

SLA :

Get alerted with errand progress.

Que priorities :

Arrange errands according to their priority.



Routing

Never suffer from not being able to satisfy your customers with our 'Routing' feature. Route errands using words, phrases, even from addresses or domains in no time.

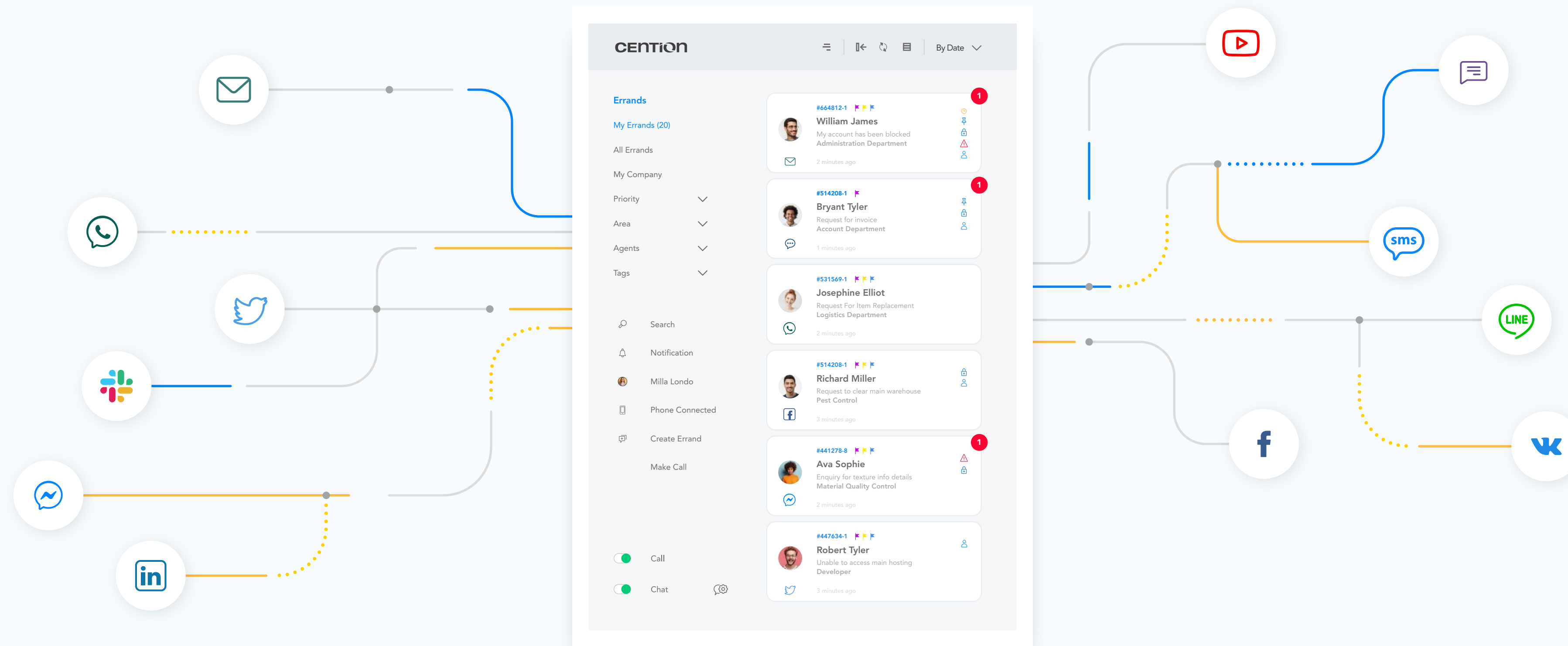
Chat

Communicate in real time with your customers. Add shortcuts to answers in the knowledgebase, allowing you to send long answers with the click of a button.

Product Features

Omnichannel

We help businesses manage communication more efficiently by integrating all online channels into a single workflow system whether it's email, chat, sociamedia or web forms, by gaining a 360° view of all your customer communications.

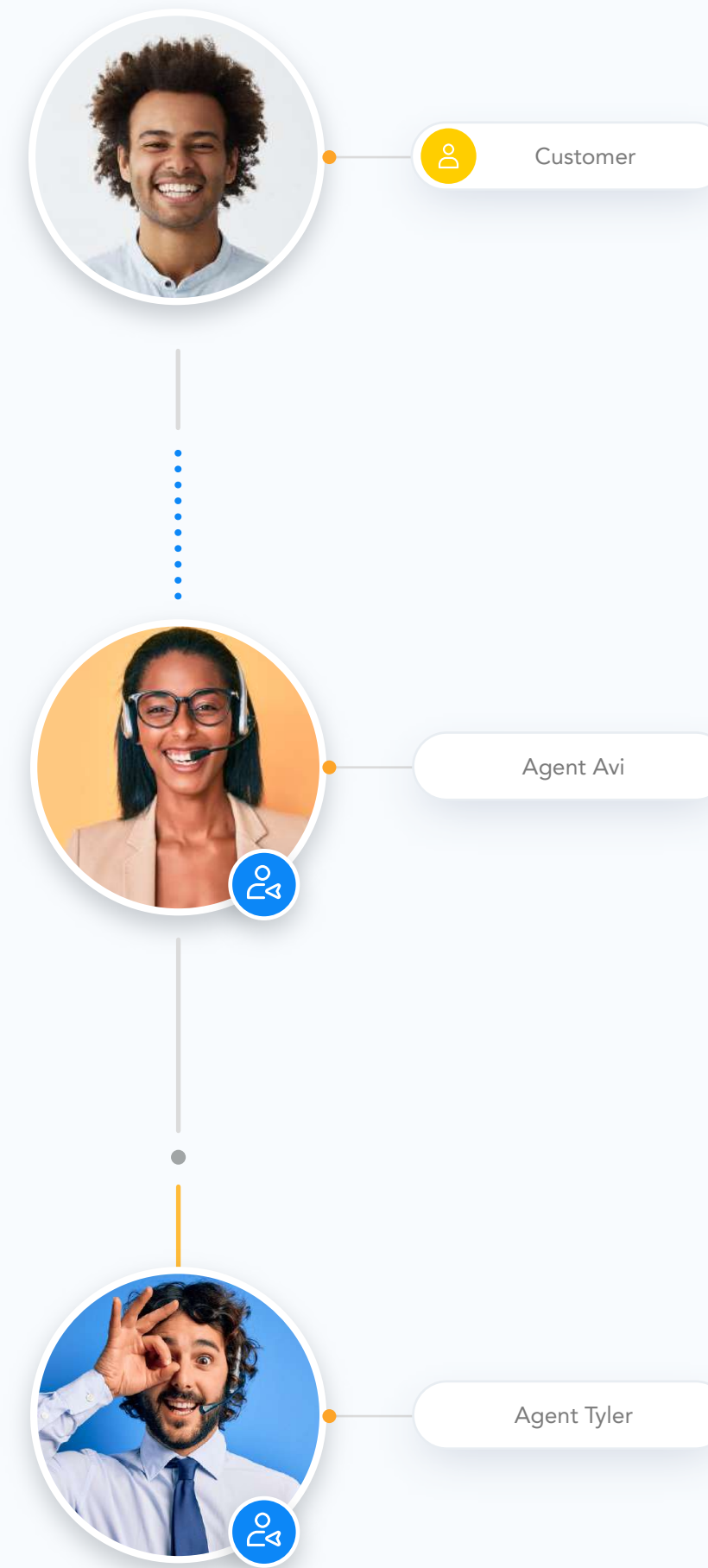
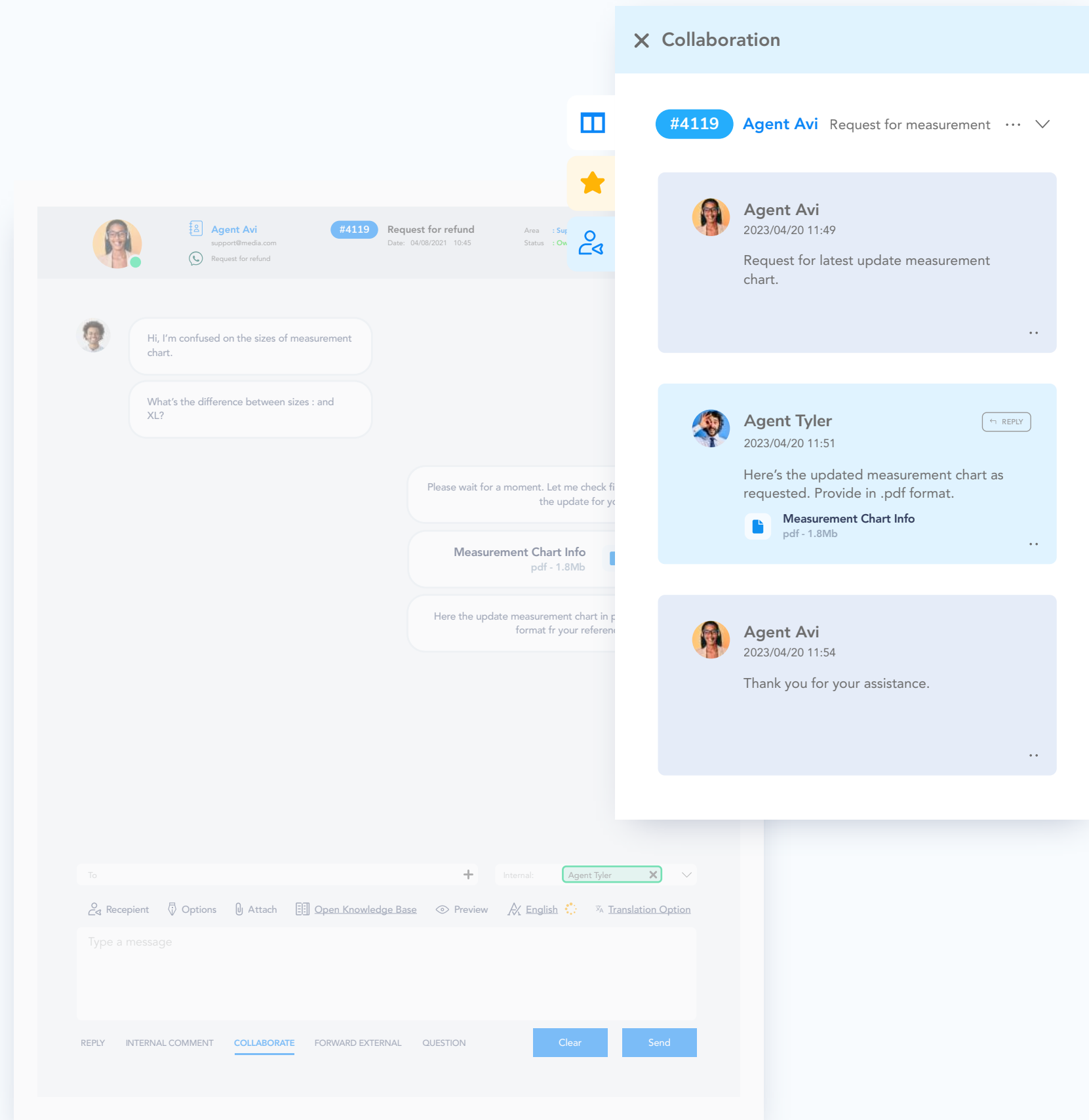


Product Features

Collaboration

Maximize the capability of your agents by allowing them to collaborate with external experts with the collaboration feature for assistance in errand handling.

With collaboration, the agent reviews the answer assisted by the external expert, giving the agent full control over what will be communicated. The answer will then be sent to the customer.



Product Features

Errand Handling

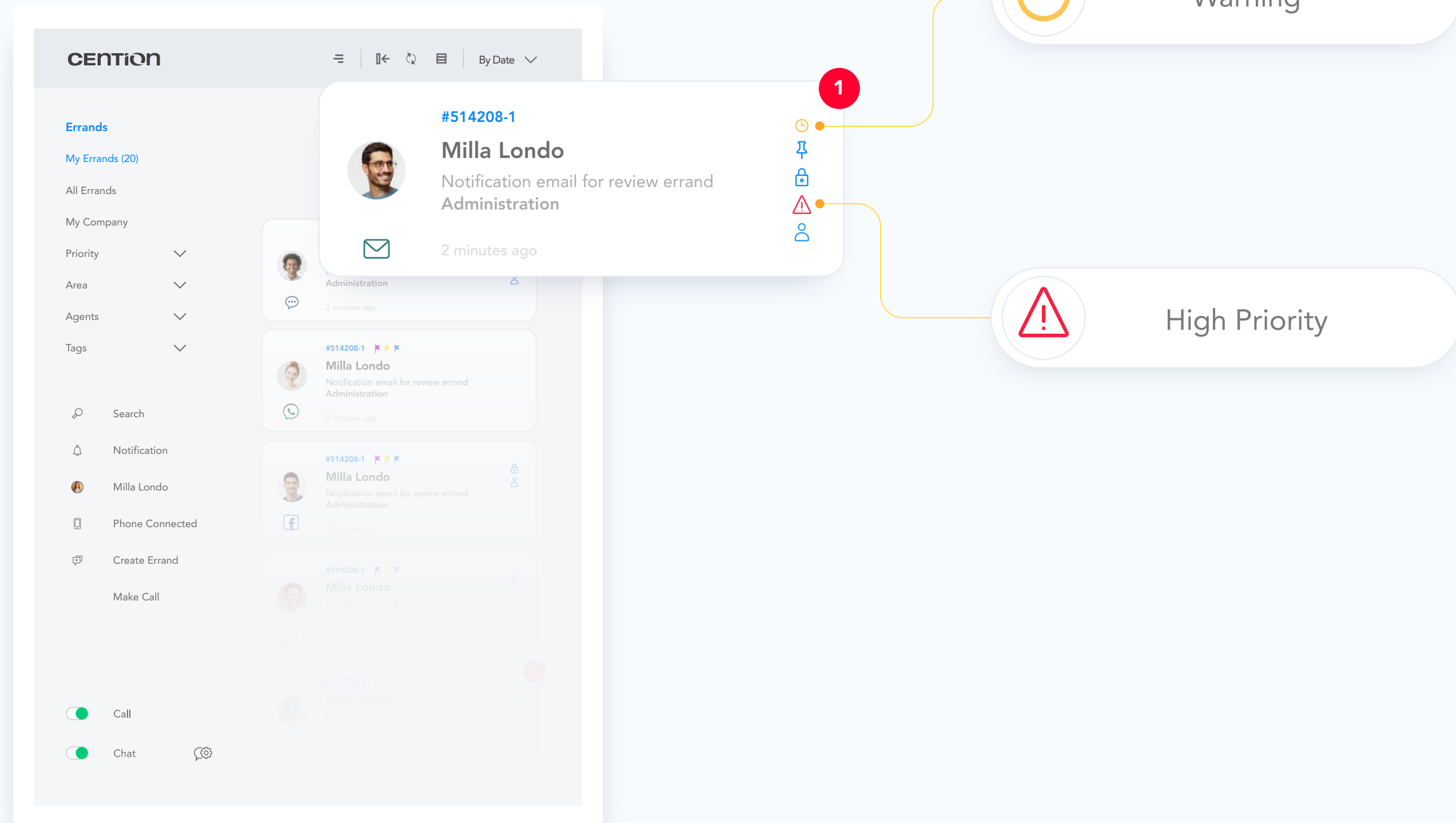
Having a robust Errand Handling system is crucial in managing customer queries coming from multiple platforms.

WARNING :

When the errands are about to expire and should therefore be attended to as soon as possible before getting expired.

HIGH PRIORITY :

Choose High Priority when the errands that an agent has set to high priority or errands that customer has set to High importance in outlook before sending (configuration), should be shown first.



The screenshot displays the CENTION interface for Errand Handling. The main view shows a list of errands with columns for status, priority, and time. A detailed view of a specific errand is shown, including the errand ID (#514208-1), the agent's name (Milla Londo), and the notification text: "Notification email for review errand Administration". The errand is marked as "2 minutes ago".

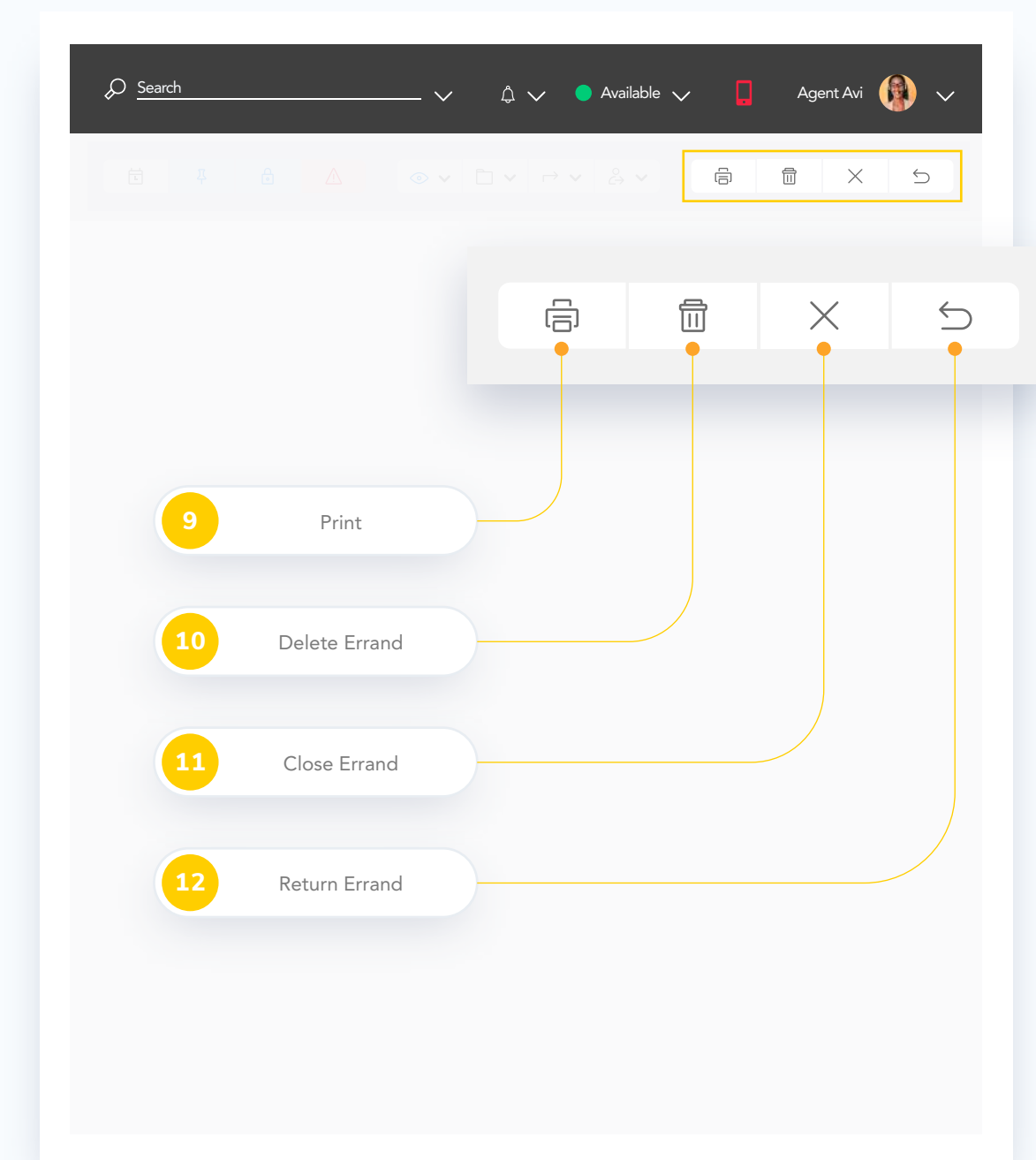
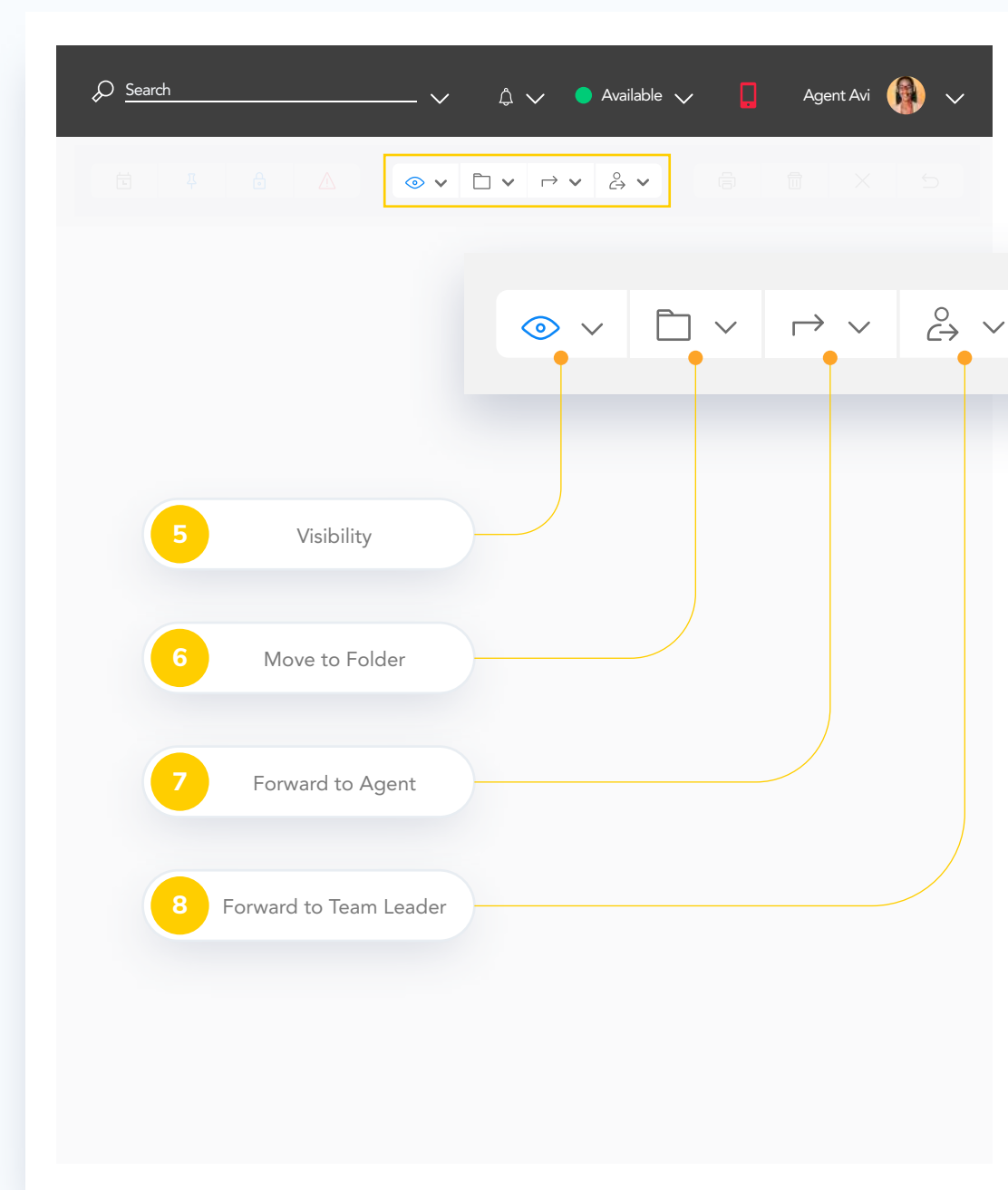
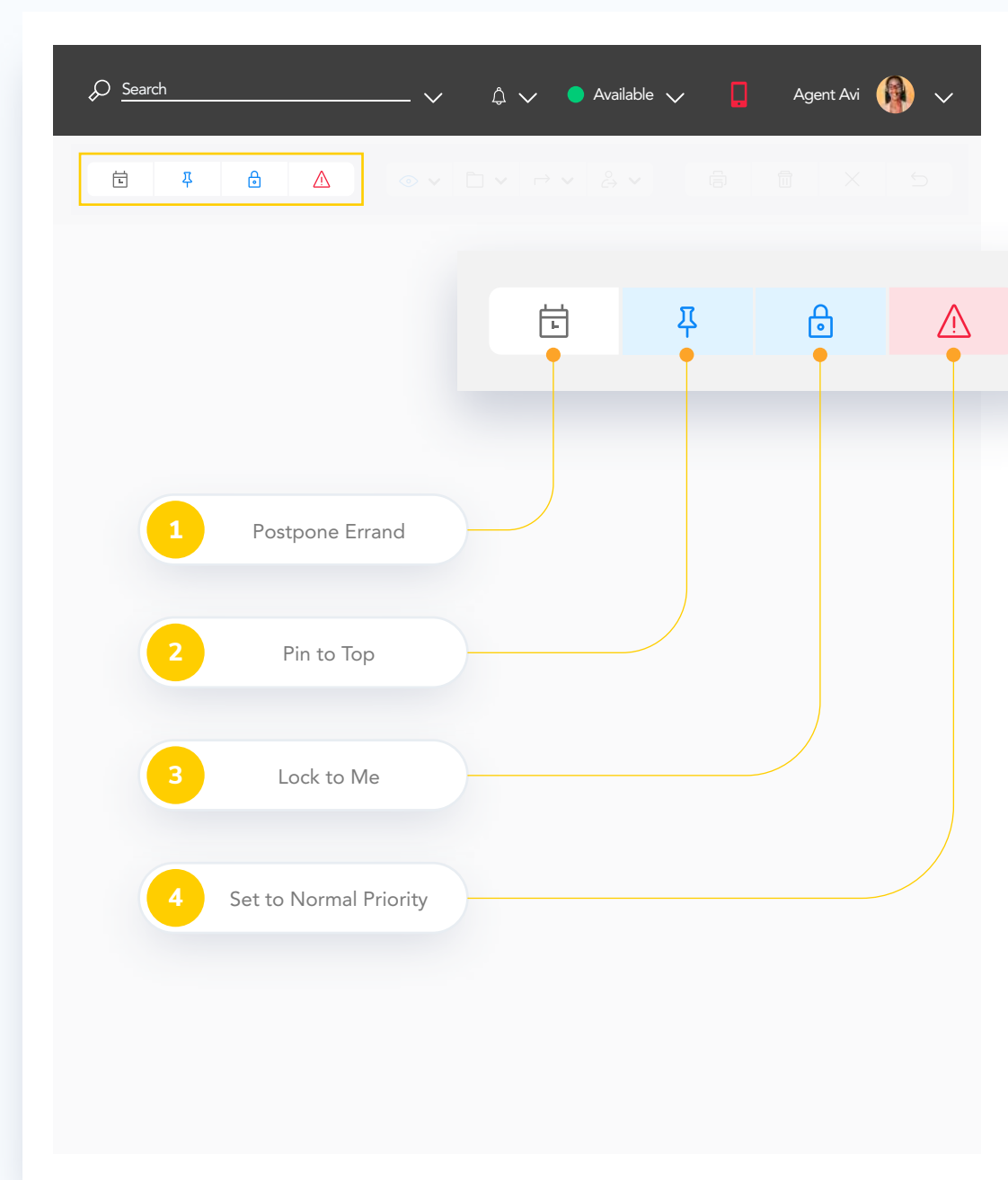
Two callouts are present on the right side of the interface:

- Warning:** Indicated by a yellow clock icon, pointing to a red circle with the number "1" on the errand list.
- High Priority:** Indicated by a red warning triangle icon, pointing to a red triangle on the errand list.

Product Features

Errand Handling

Optimize your business support with Cention's extensive errand handling features! Cention's errand handling system is designed to fit every business need - there is no need of going through spreadsheets or email inboxes trying to figure out customer issues and resolving them.



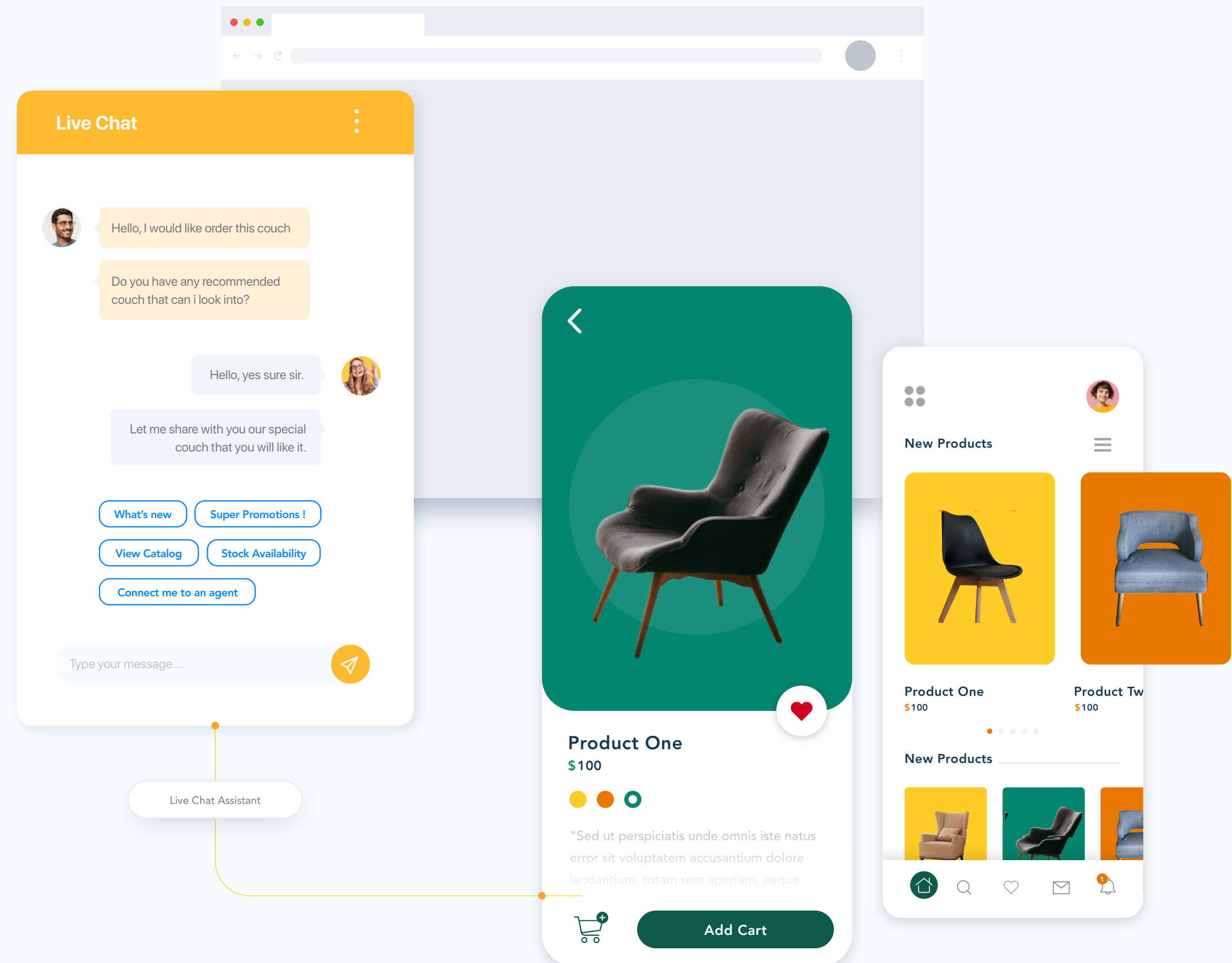
Product Features

Live Chat

Cention chat enables your agents :

Communicate in real time with your customers. Add shortcuts to answers in the knowledgebase, allowing you to send long answers with the click of a button.

- Communicate in real time with your customers with various supporting features for smooth interactions.
- Gain direct access to Q&A and add shortcuts to commonly use answers during chat sessions.



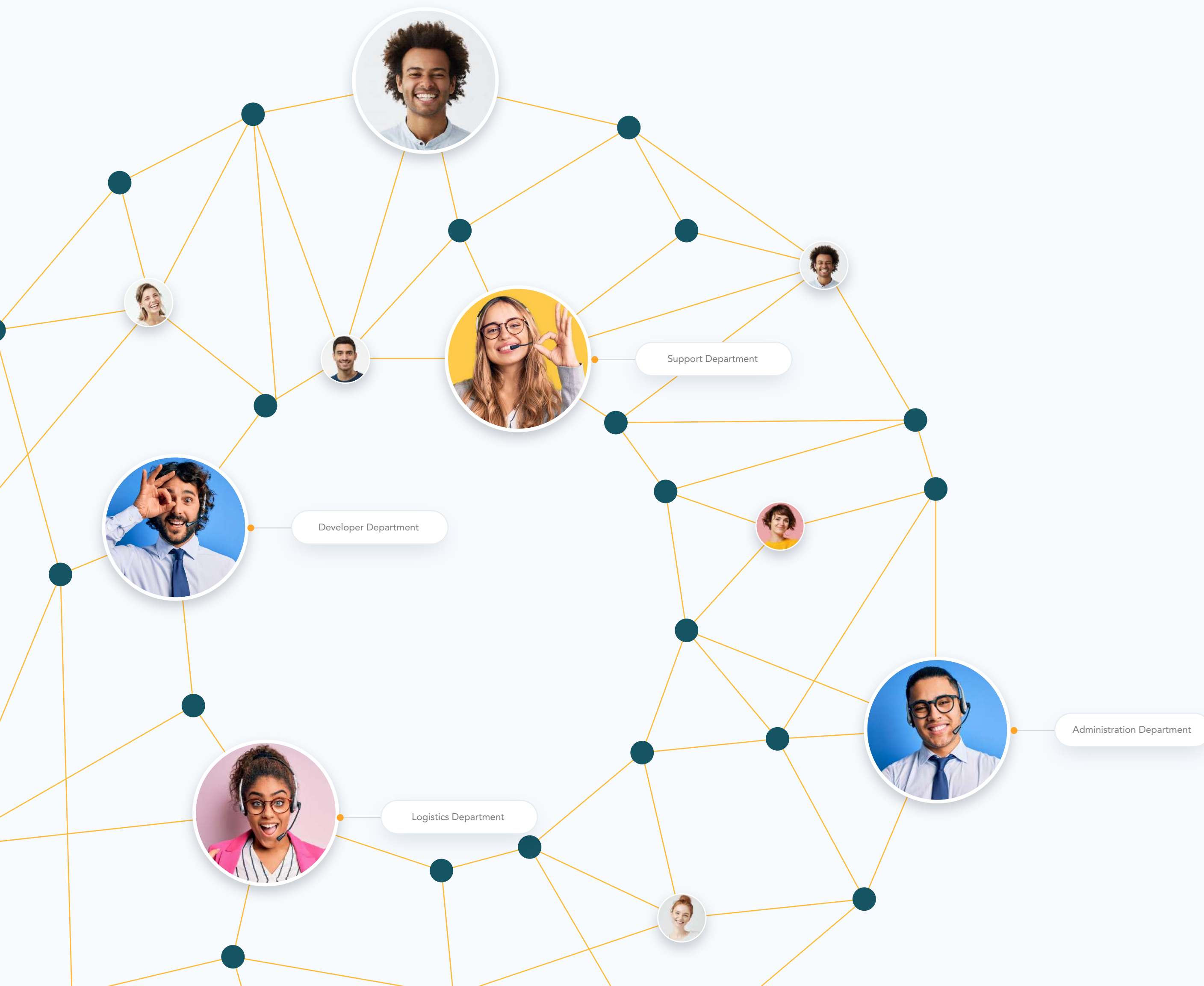
Product Features

Errand Skill-Based Routing

Route errands to the most appropriate agent according to department and agent category.

Routing

Cention software will route each individual errand to the most appropriate agent according to department and category. Allowing agents to manage more customers from multiple communication channels all at the same time.

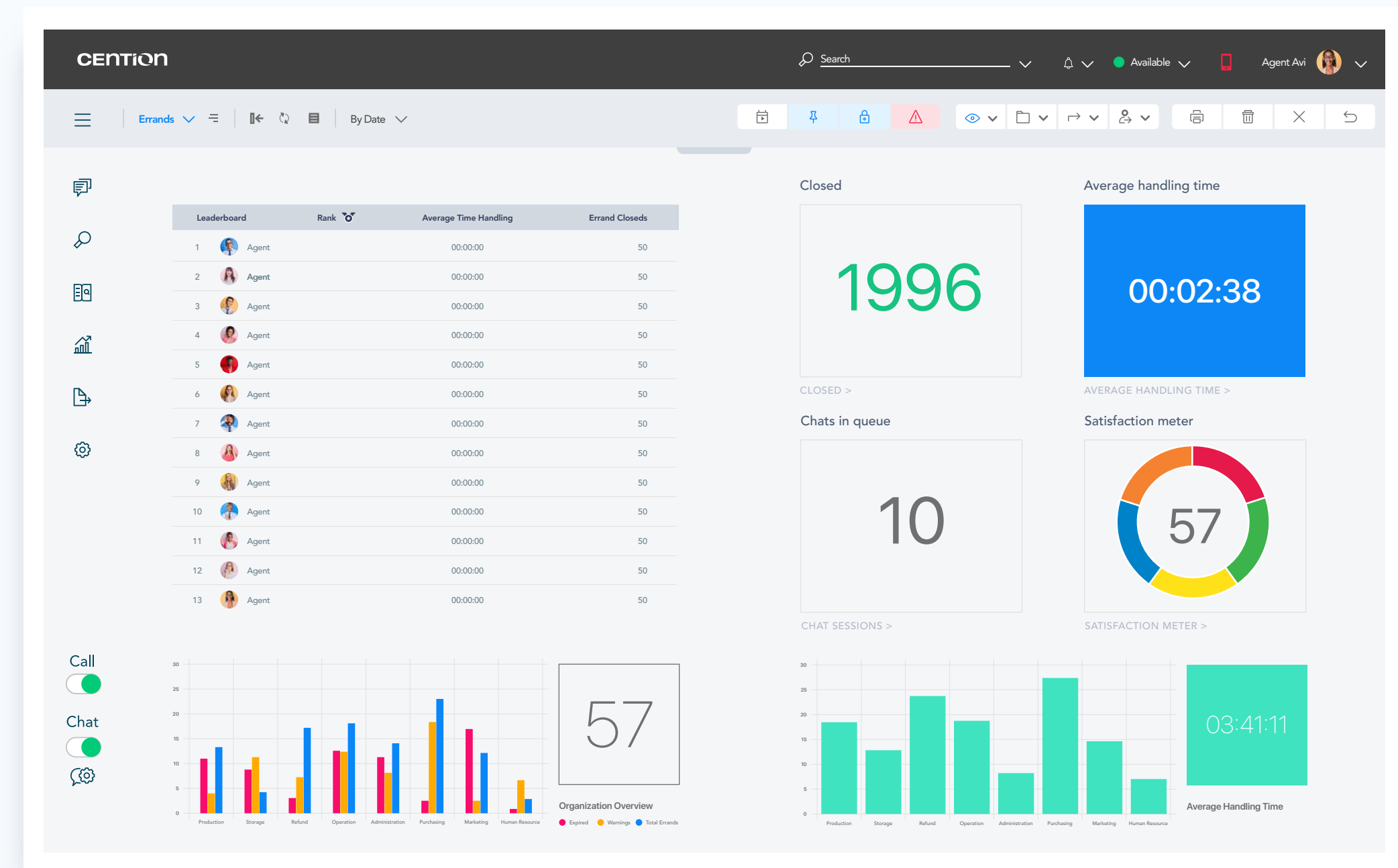


Product Features

Powerful Analytic For The Right Insights

Extensive and customizable reporting dashboard to make better business decisions

- Keep track of errand handling time.
- Make sure errands are closed within your SLA with SLA time.
- Schedule and export quality data .
- Gain full control over what your agents are doing with closure status



Connector

Endless Integrations

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

Voice

Collaboration

Automation

CRM

Customer Survey

Reporting

Collaboration

Chat Extensions

SSO

Testimonial

Clients are talking

Reputation by association is alright by us.



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.



"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."



"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."

Client Tele

We work with All Companies

From different industries & different size.

Healthcare

Retail

Banking

Manufacturing

Entertainment

Insurance & Security

Call Centers

Government corporation

Information Technology

Government

Product Features

One Platform For All Communication

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