

Phone Support

CENTION



Cention

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Introduction

Why Phone Support?

When your customer seeks assistance or experience any issues related to your product or service, your company's contact center is the first location they can refer to for professional assistance. According to Customerthink, 56% of consumers cite automated telephone systems as the most frustrating aspect of poor customer service. Whether customers are calling with complaints or questions, they want to be able to get in touch with you immediately—or, at the very least, have their voicemail responded quickly. Features such as call waiting, call return, and call forwarding help you receive and return important calls as soon as possible.

That's where having access to all the necessary tools available in the contact center software can help transform your contact center. Having voice support in your contact center software enables you to route a call depending on the type of product or service, customer location, and ensuring that the right agent manages it.

Voice support also allows agents to gather, analyze, as well as share information instantaneously to provide a seamless transfer between agents, thus minimizing customer waiting time.





1 Finance Department

2 Administration Department

3 Management Department

4 Operations Department

5 Sales Department

6 Logistic Department



Product Feature

Interactive Voice Response

An IVR is an automated system that route calls to the most appropriate agents. With this advanced call handling feature, it enables you to customize call flows within the IVR menu. Here's how it works:

- A caller will contact a business through phone support, and they will hear an automated greeting message preselected in the IVR menu.
- The customer will select an option in the automated menu. For example, press 1 for finance, press 2 for administration.
- When the customer goes through the IVR menu instruction, the call is then transferred to the appropriate department or location and connected to an agent.

During off business hours, the manager or supervisor in charge can set up a call flow in your IVR to reroute the customers for a call-back when there are online agents.

Product Feature

Incoming Call Pop-Up

Receive incoming call pop-up or notifications displaying the customer details such as their name and contact number. If the caller is unknown, a new contact and an errand will automatically be created. An incoming call notifications display:

- The customer's name and phone number
- The ability to add/edit
- Option to hide the call

This phone system feature is best suited for teams continuously required to handle incoming calls throughout the day. A pop-up notification pops up on their computers gives your agents instant access to every customer's personal information in a matter of seconds.





Product Feature

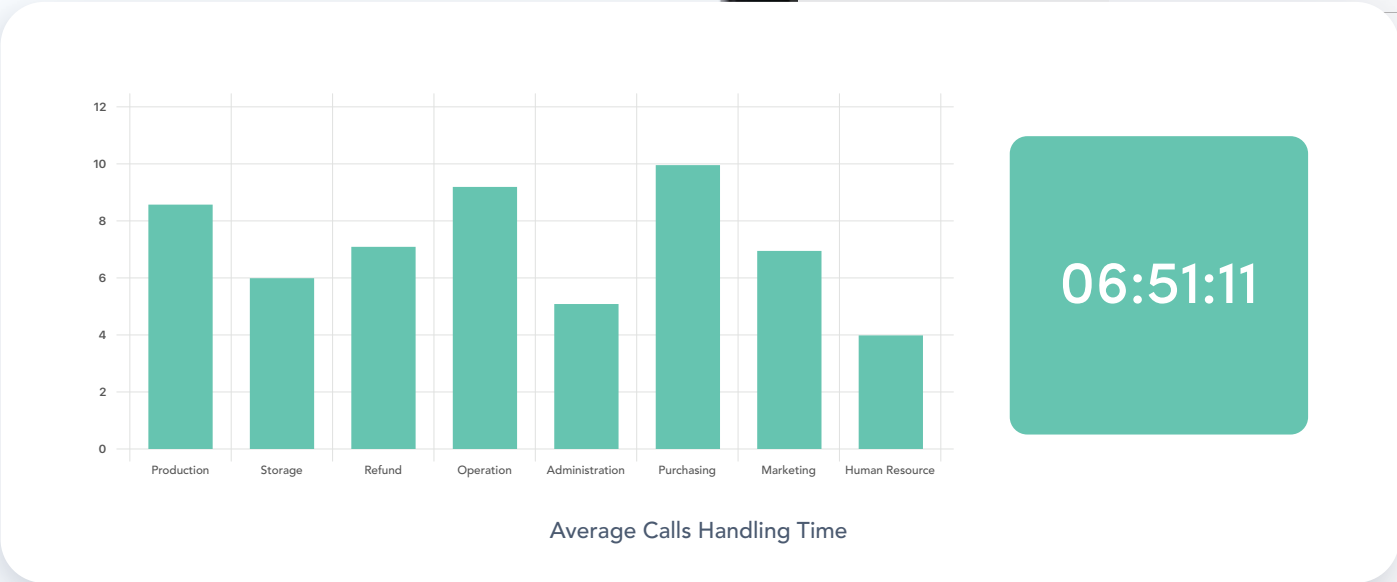
Call Recording

A feature like call recording helps your customer support agents handle customer queries more rapidly, as well as educate new agents that have joined the team.

Product Features

Call Reports And Analytics

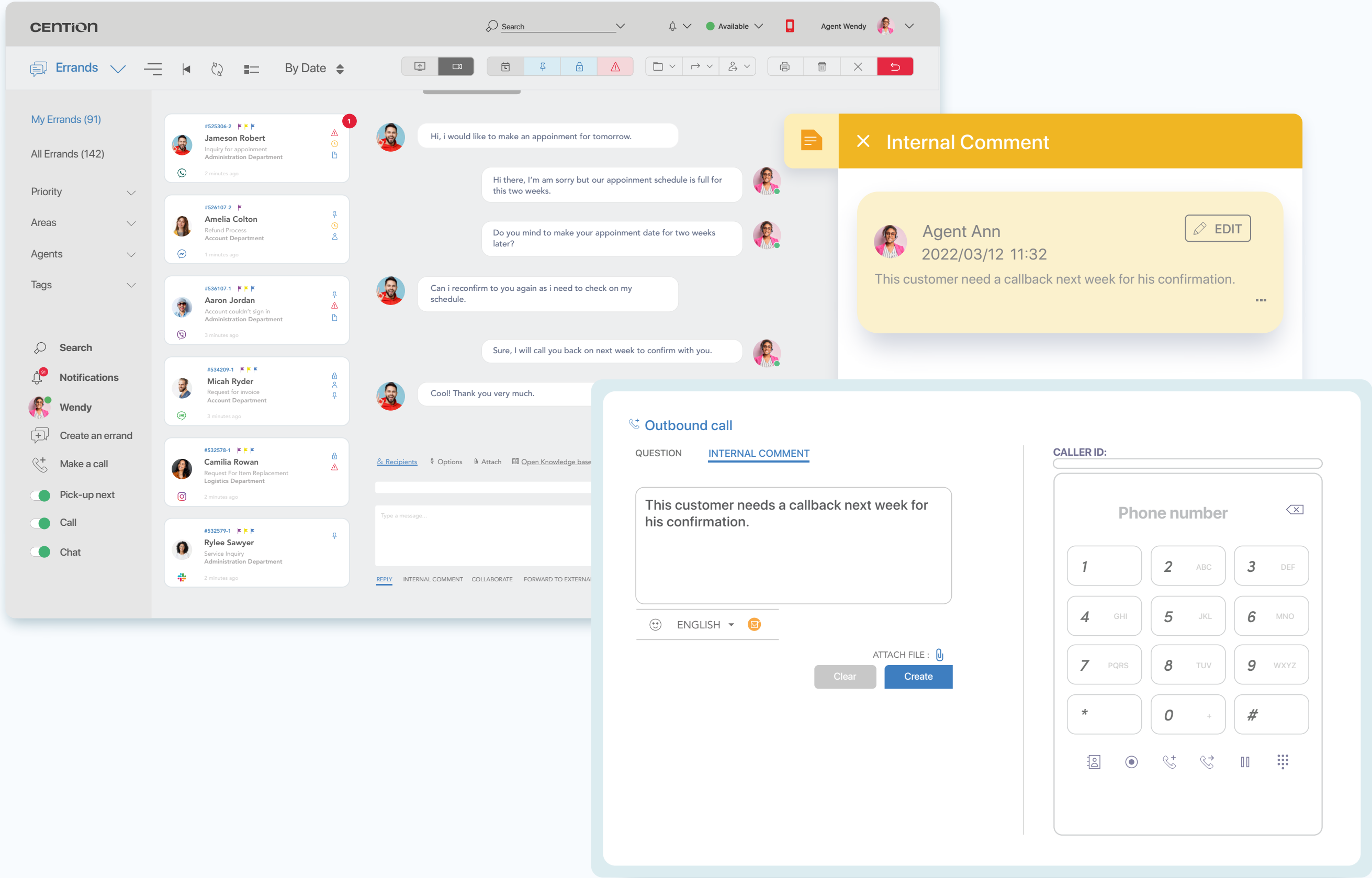
Having an extensive reporting system is one of the most crucial features to have in any contact center because it provides agents and especially managers with all the information they need for strategic planning and making crucial decisions.



Product Feature

Leave Call Notes or Internal Comments

Agents are able to leave an internal comment attached with the call errand for other agents or managers to refer to for quality assurance or case reference allowing businesses to gain greater insight and measure more effectively.



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



 slack

 Jira

SSO

 Auth0

Testimonials

Clients Are Talking

Reputation by association is alright by us.



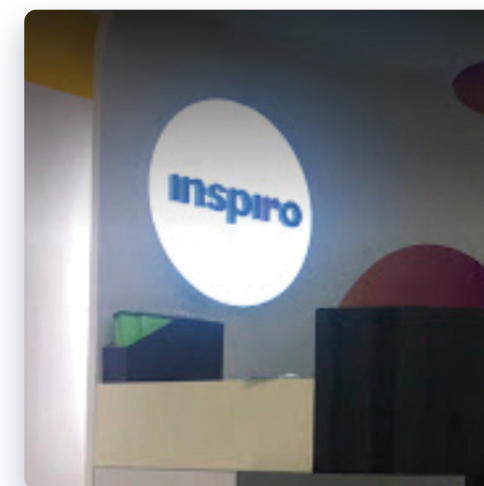
"In Summary, i have no hesitations in highly recommending Cention for the ease of use of the tool, its integration capabilities and the great service that Cention offer to compliment the tool."



"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."



"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."

Client Tele

It Works For All Industries

From different industries & different size.

Healthcare



Retail

KICKS



stadium

Manufacturing



Entertainment



Call Centers



Government corporation



Government



Insurance & Security



Information Technology



Banking



Product Features

One Platform For All Communication

Bringing all communication into one

CENTION

