Video Call Support

Cention
Book Of Content

CENTION

Introduction

Why Video Call Support?

It is the best way you can get face-to-face interaction over the internet. Making customer support more personal than a regular voice call and businesses should really start looking into having video call support for their business.

Customers love brands that guide them on their decision-making journey all the way to their purchasing process and this personal touch is something businesses can use to enhance their customer experience and create loyalty to your business.

Cention Software

Keeping the Personal Touch

Replicate in-person communication virtually through live video interactions and develop genuine relationships with your customers.

CENTION

Cention Software
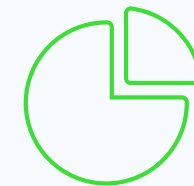
How can Cention Help Improve your Contact Center?

Reduce Cost

Have real-time face to face discussions with your customers for sales, servicing, or relationship management.

Monitor Analytics

Have greater control over the quality of calls and leverage analytics to increase the efficiency of your call centre agents.

Improve First Call Resolution

Have a real-time exchange of additional information, including non-verbal body language, which enables your agents to respond to customer queries more quickly.
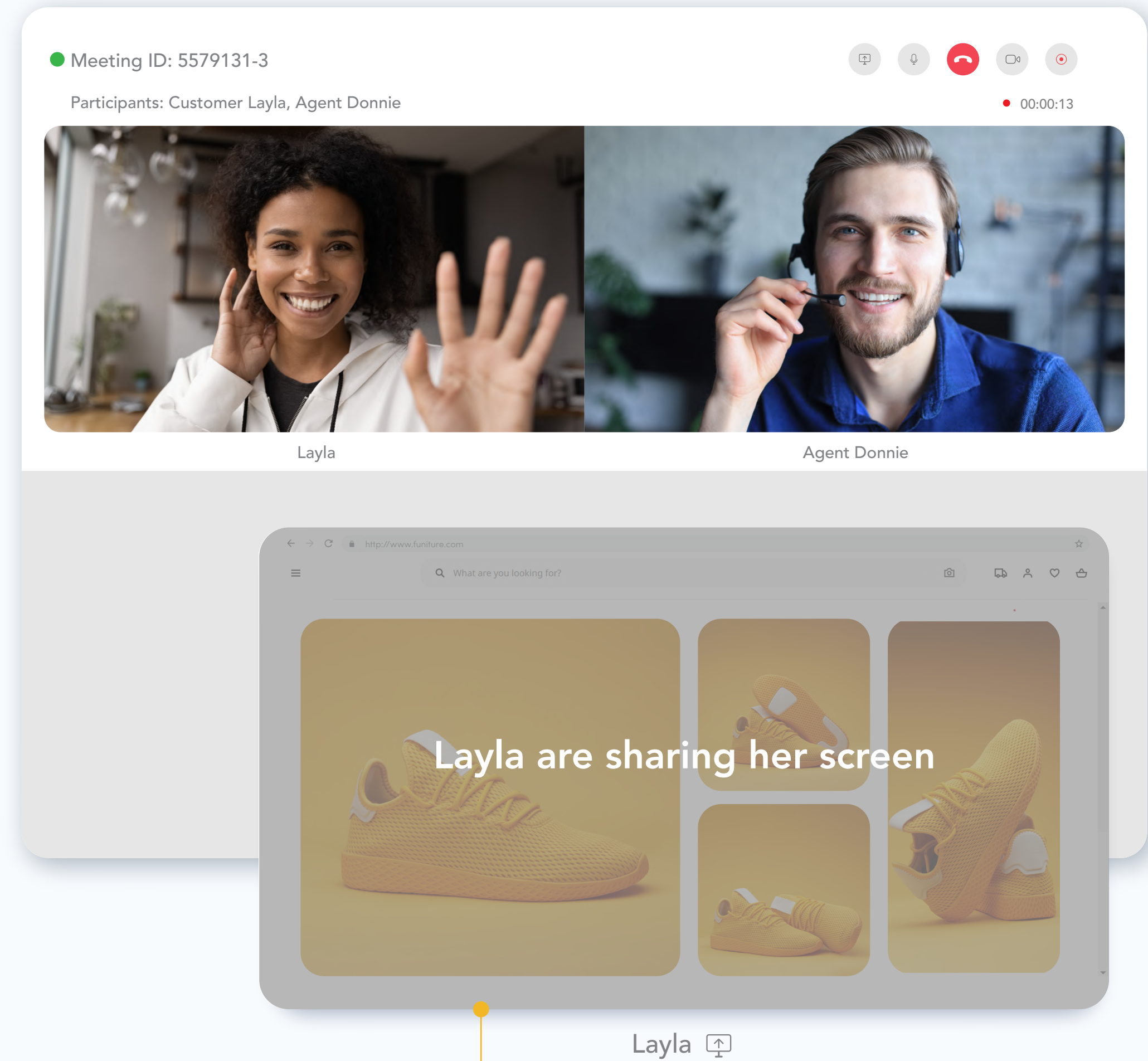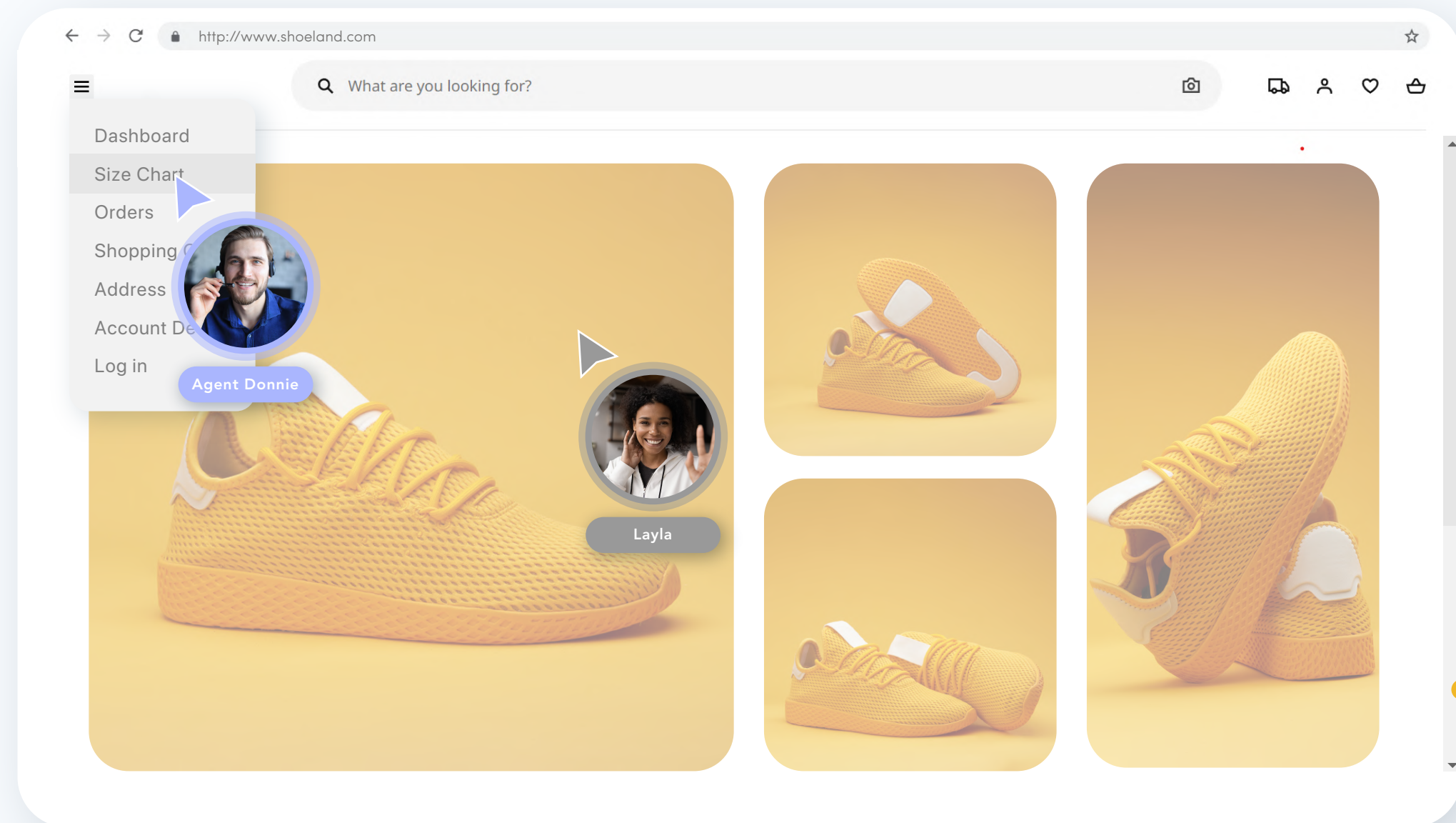
Gain Customer Trust

Have real-time face-to-face interactions through video call support and win their trust.
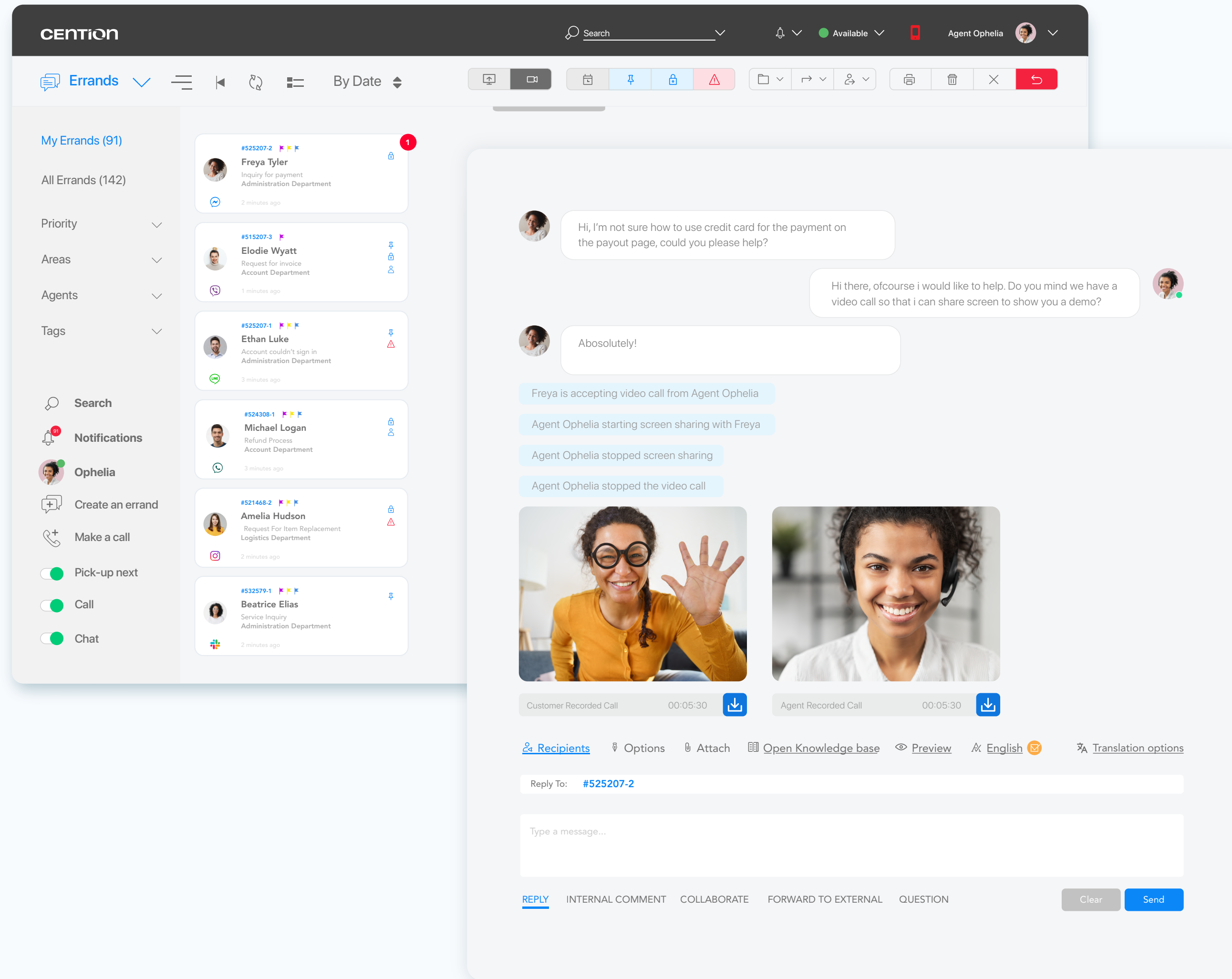
CENTION

Product Features

Screen Sharing & Co-browsing

The same screen may be shared and accessed simultaneously by agents and customers to facilitate real-time information exchange while preserving the privacy and security of confidential information.

Meeting ID: 5579131-3

Participants: Customer Layla, Agent Donnie

00:00:13

Layla

Agent Donnie

Layla are sharing her screen

Layla

Co-browsing

Dashboard
Size Chart
Orders
Shopping
Address
Account
Log in

Agent Donnie

Layla

CENTION

Video Chat Errand

Video Chat Errand

A ticket may be generated from the video chat, which simplifies the process of prioritising, tracking, and following up on customer requests.

Product Features

Monitor in Real-Time

Video calls can be monitored in real time to ensure call quality and agent efficiency. A robust dashboard system and in-depth analytics assist in identifying areas for development.

CENTION

Why Cention

Why Cention Video Contact Center?

Enhanced
Real-Time Support

Make it easier for customers to communicate their issue accurately with you by allowing them to video call.

In a video call   00:01:13

Increase Revenue

Video support empowers agents to establish a firm dimension of rapport, observe context clues and even demonstrate new products as a natural part of the conversation.

Personalized
Customer Experience

Customers want their shopping experience to be unique, and this is becoming a way for businesses to stand out.

Great Service

CENTION
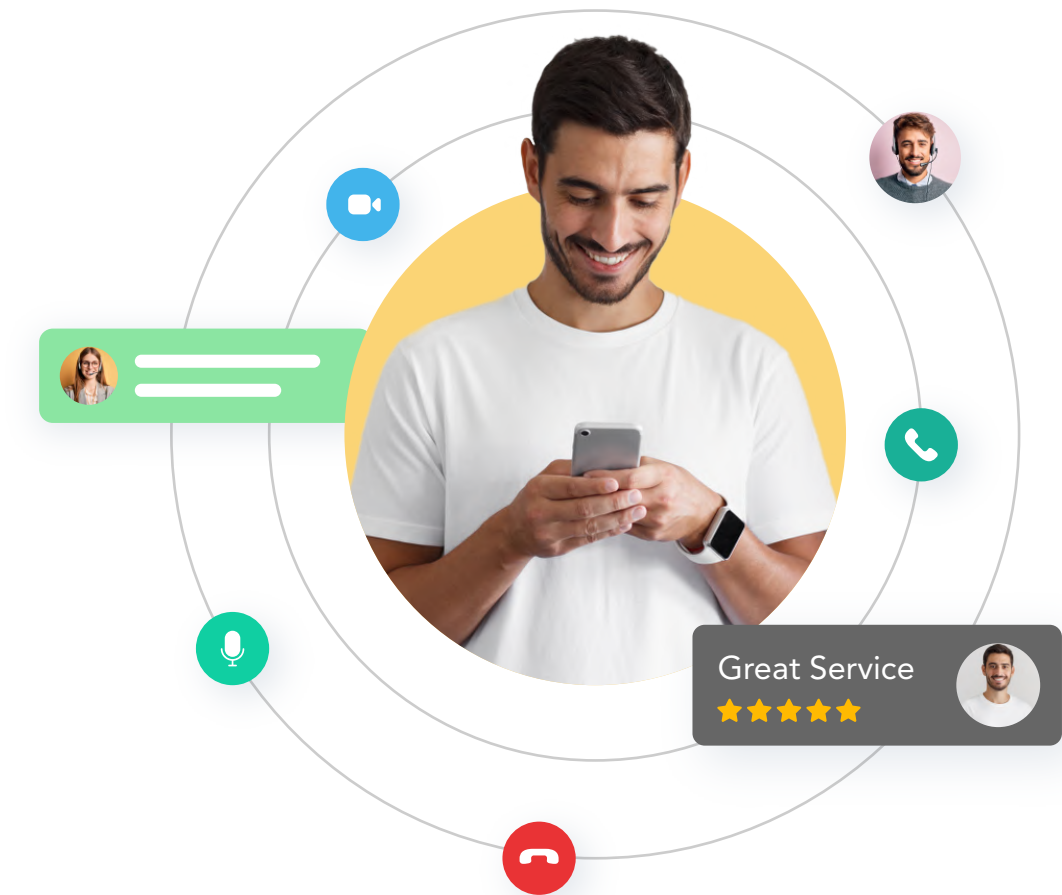
Integrations

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 Q |

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

| Chat Extensions | ARTIFICIAL SOLUTIONS | humany. |

| Collaboration | T | slack | Jira |

| SSO | Auth0 |

CENTION

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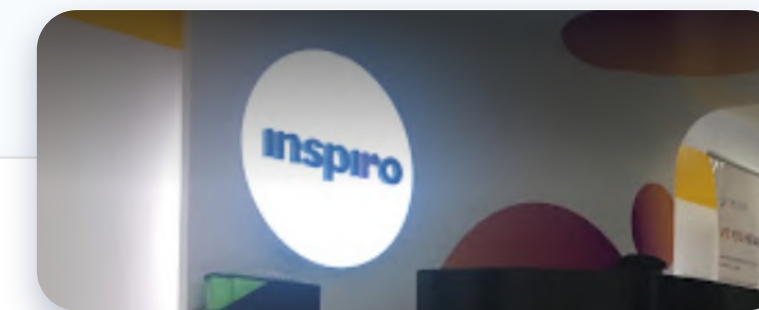
"We use Cention's email management system to keep track of all our important accounts. Cention's user-friendly omnichannel email and chat solution allows us to manage massive volumes of inbound emails and provide accurate reports of our team's productivity and efficiency. Cention really provided us the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

CENTION

Client Tele

It Works For All Industries

From different industries & different size.

One Platform
For All Communication

Bringing all communication into one

CENTION