

Cention Contact Centre

Cention Contact Centre dramatically reduces the complexity of the customer care process, whether enquiries come in by e-mail, sms or online chat services. Our product is goal-driven and has been designed, from the ground up, specifically to provide fast, effective customer support without the loss of quality normally associated with automated customer service products.

Communication Tracking - Every single communication with a customer is important. *Cention Contact Centre* tracks incoming queries from start to finish, allowing you to follow questions and generate meaningful reports based upon actual performance, helping you maintain an edge. This provides real data to help your company improve its response management, by adapting your service level agreements (SLAs), quality assurance and resource planning.

Adaptive Interface - With the myriad of information flowing around us every day, information overload is a very real problem. *Cention Contact Centre* allows operators to remain focused, using background processing and an interface that can be configured to work the way you want it to. If you feel one of our features is unnecessary, we can turn it off, putting it out of sight and out of mind.

Desktop experience - The interface, as well as being adaptable, is a web browser designed to give the experience of a desktop application. Using Web 2.0 technologies like AJAX and JSON, this set up provides the best of both worlds; rapid deployment and minimal operator-machine software installation, combined with the power of an interface that can work the way you do.



Performance-oriented - One of the great advantages of our modular design is performance and scalability. Is your system starting to slow down due to a big increase in customers? *Cention Workflow* can easily incorporate more hardware without changing the way the software is used or incurring expensive infrastructure downtime.

A team player - No man, or software, is an island. *Cention Contact Centre* can integrate with your current systems through public- and standards-based communication protocols. Thanks to this, we can slide the system into your existing workflow with ease. Got a CRM system? We can integrate. Want to give customers access to your answers via a website? We are your solution.

All product components are multilingual and deal with enquiries made in any language.

“We were able to lower our costs and, at the same time, reach our KPIs and hold our SLA levels.” - Paul Savage, Communications Manager, Bridge Group International. Ltd

Contact: