



OneContact Contact Center

Next generation **Cloud Contact Center**
powered by Artificial Intelligence



Cloud Contact Center with advanced features

A 360° contact center management platform that combines **multiple communication channels**: voice, video, e-mail, social media and chat (WhatsApp, Facebook Messenger and Skype). A **unified customer experience** that can be delivered to different scales and business models.

Available on:  Cloud,  Private Cloud and  on-premises

Self-service
via IVR (Interactive Voice Response) and Bots



Inbound, Outbound & Blended

E-Learning



Key Features

for the best customer experience



Voice & Screen Recording

Quality monitoring
with Speech Analytics & Sentiment Analysis



Real-time reporting
via web browser
& mobile apps

Intelligent routing
distributes inbound interactions of any type among the agents, applying each service's routing rules and call flow routing scripts.



KEY BENEFITS

1
Intuitive, unified and omnichannel interface made for customer engagement

2
Feature rich platform, customizable to your needs

3
Flexible, scalable deployment options

Engage your audience, enhance your reach

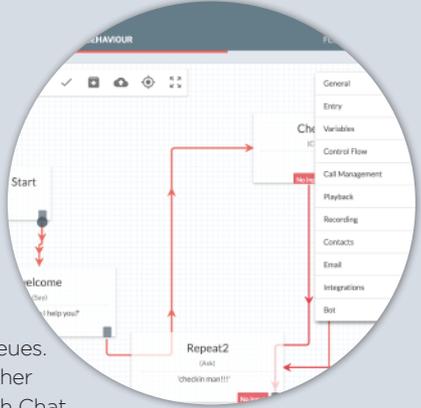
Easily create and configure
Inbound services

1 Multimedia Routing

Combines multiple channels into one single routing strategy. It queues and routes the inquiry to the right agent, based on a set of rules.

2 IVR and AI based Flows

IVR helps to filter interactions, redirect communication and reduce waiting queues. OneContactFlows takes IVR a step further with the creation of flows of intents with Chat or Vocal Bot assistance.



Maximize your outbound reach with
3 types of dialers

1 Preview Dialer

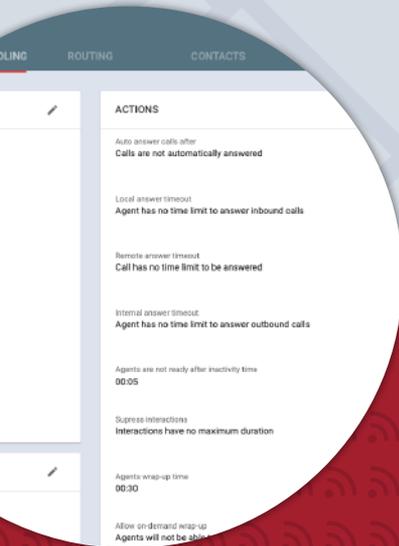
Agent can check information about the contact before dialing.

2 Power Dialer

Automatically dials and distributes calls. When a contact picks up the call is delivered to an agent.

3 Predictive Dialer

Automated dialing system that anticipates agent availability and adjusts the dialing rate accordingly. Intelligent algorithms predict how many dials should be done. Dialing behavior is customizable to business needs.



Single and intuitive interface with **OneContact Portal**

Available anywhere thanks to **WebRTC technology**

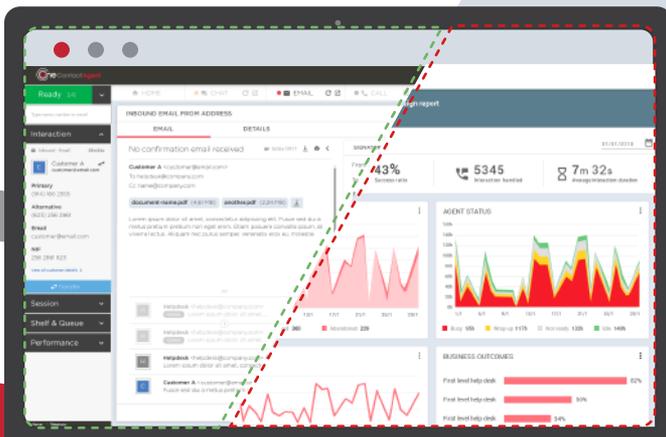


Agent



Supervisor

- 1 Simple, intuitive and customizable** interface. Includes all channels (Voice, E-mail, Whatsapp, Facebook, Chat) and it can be **integrated with your CRM** or Collab Customer Interaction Hub.
- 2 Web-Rtc based** with enterprise grade **audio quality, voice and screen recording, notification mechanisms and chat** with supervisors. Work from home or any remote location.
- 1 Monitor, Provision and Analyze** the activity of the Contact Center via **web browser** or **mobile app**, with **advanced reporting tools**.
- 2 Supervisors can view agents and teams in real time**, analyse call center's performance through **dynamic graphs** or **wallboards**, and **create, track and boost KPIs**.





AI Suite

- 1 Create **Ivr, Chat and Vocal BOT flows**, using Microsoft, Google or IBM **artificial intelligence engines**.
- 2 Analyse recordings and speech to **extract valuable insights**.
- 3 **Empower your agents** with a Live Assistant to improve quality and handling times.

Add-ons can be **integrated with third party** contact center solutions.

Gamification

Loyalty, motivation, fun

A disruptive approach that challenges employees in their daily job through a series of interactive gaming experiences aiming to boost motivation, improve performance and skills.



Add-ons



Workforce Optimization

Manage workflows, schedule with efficacy and empower teams

A management tool tailored for operational performance. Schedule timetables, breaks and vacations intelligently, ensuring more productivity with less costs.



CRM Connectors



- 1 Track your customer's interactions with **leading CRM solutions**.
- 2 You can also use our **Customer Interaction Hub**, an omni-channel contact management system, with the interaction history for every client.
- 3 Both options (CRM or CIH) will provide **instant popup of customer file, creation of new interaction and voice/chat recording**.

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Activate new digital experiences.

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