

Improve productivity and customer experiences

...with secure, available, and sophisticated contact centre.

Great customer service is the backbone of your business, it's what helps you retain loyal customers and find new ones. If you are finding that your phone system prevents you from offering the service you want to provide to your customers, you need to look into upgrading to a more versatile solution. nowCollaborate Contact Centre helps organisations deliver a connected digital experience, enabling contextual, continuous, and capability-rich journeys for your customers, across time and channels.



Deliver a connected digital experience with nowCollaborate Contact Centre:



Manage customer contacts involving voice, email, and chat while retaining all the benefits of Cisco UC deployment.



Sophisticated multichannel contact routing, management, and administration features.



Easy-to-deploy and easy-to-use solution supporting up to 400 agents.



Actionable insights for supervisors on agent performance and areas in need of improvement.



Customise and centralise daily tools and applications for a single workspace application.



Streamline the management of the customer's software licenses across the enterprise.

→ nowcomm's approach

Customer experience is at the heart of our strategy and our focus is fixed firmly on helping you every step of the way and delivering solution that is best suited to your unique requirements.

Expert consultation and advice

Tailored solution design

Best value negotiation with Cisco

On site installation, testing and refinement

Flexible support options with nowSupport

nowCollaborate Contact Centre Powered by Cisco UCCX

nowCollaborate Contact Centre service suits the needs of organisations across all sectors. With features such as multi-channel customer interactions, workflow integration, and comprehensive reporting, the solution benefits most customer contact centre requirements.

Below are examples of nowCollaborate Contact Centre for specific verticals:



Public Sector

With the rapid advancement of technology, public sector organisations nowadays face rising expectations from citizens, accustomed to certain standards of omnichannel customer service provided by private companies. nowCollaborate provides integrated, omnichannel call centre experience.



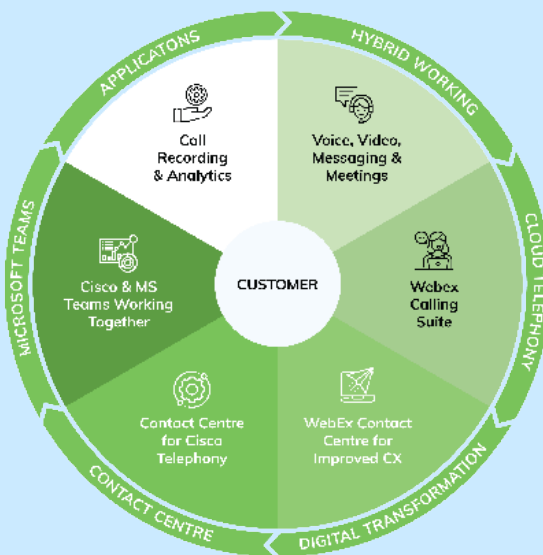
Manufacturing

Manufacturing call centers are more than public-facing live answering services. They are critical communication hubs handling everything from customer service to 24/7 plant emergency response. nowCollaborate Contact Centre offers improved supply chain management and customer satisfaction.



Retail

In retail it's all about keeping your customers happy. Faced with long telephone wait times, consumers can quickly switch to online channels to fulfill their customer service needs. nowCollaborate Contact Centre helps deliver outstanding CX with sophisticated rules for inbound and outbound voice, email, web chat, and customer interaction management.



Take your Contact Centre to the next level

If you'd like to discover how you can use nowCollaborate improve the efficiency and effectiveness of your Contact Centre, contact us today.

If you are considering a cloud solution, nowcomm also offers AI-powered, collaborative Contact Centre platform powered by Webex Contact Centre.

