

C2MS

With the demand for Business Process Outsourcing and Services increasing on a daily basis, the need has arisen for a software solution to bridge the gap between the product/ service providers and their third party vendors (call centres).

What is C2MS?

A Contact Centre Total Management system that serves to support and manage the sales process from end-to-end as well as to provide a support system for handling on-going customer relationship management.

Management Functions

- Leads
- Workflow Process
- Sales & QA Scripting
- Customer Relationship
- Banking
- Compliance
- Accounting
- Reporting
- Quality Assurance
- Skills Assessment
- Training & Skills Development
- Agent Performance
- Individual Agent Records
- Human Resources
- Telephony Integration
- Voice Recording
- SMS Communications
- iFramed/ Embedded Hyperlink for Web & Mobisites

Features

- Fully configurable workflow process & tracking of sales status per contact centre
- Full history and auditability of all data changes – user & system
- Financial / Accounting – double entry accounting
- Configurable Sales Statuses
 - Sequence / Precedence
 - Roles
 - Call Scripts
 - Objections Scripts
 - Compliance Scripts
 - Roles / Permissions / Views
 - Communications – Manual & Auto SMS
 - Configurable validation levels
 - Reason Codes per status
- Role based access
 - Role examples - Manager, Team Leader, Agent, QA, Finance etc.
 - Status changes
 - Functionality
 - Data views
 - Dashboard
 - Reports
 - System functions, also role based
- Agent Support
 - Intuitive UI & Workflow Process
 - Call Scripts
 - Objection Scripts

- Agent Instructions
 - Compliance Scripts
 - Sale Notes (CRM)
 - Team Hierarchies
- Validation
 - Configurable Validation levels per status
 - Validation of Personal Details, ID etc,
 - Bank Validation
 - Address validation
- Quality Assurance
 - Back Office Functions
 - Voice recordings
 - Notes
- Compliance
 - Compliance Scripts
 - Compliance Recording & Tracking
 - Encryption of secure data
 - Do Not Call
- Reports
 - Workflow Stats
 - Performance
 - Accounting
 - Sales
 - Forensic
 - Logistics
 - Banking
 - HR
- Integration
 - Banking – Netcash (Debit Order, Credit Card, EFT)
 - Leads – loading, de-duping, tracking, reporting
 - Double Entry Accounting System
 - Telephony (client dependent)
- Value Add
 - Web and Mobisite Integration – client site and admin / reporting
 - HR Training – system, soft skills, product, sales etc. & Support

The screenshot displays the C2MS web application interface. At the top, there is a navigation menu on the left and a welcome message: "Welcome C2MSAgent1 AGENT1! Happy dialing! hide logo | hide navigation bar | log out".

The main content area is divided into several sections:

- Sale Info:** Marcel Smith, Mobile #: 0716123660, ID #: 100045, Sale Id: 100045.
- Status Info:** SALECALLBACK, Reason: Need to check with my partner, C2MSAgent1 AGENT1, 4/16/2012 3:39:00 PM. A "Reassign Agent" button is visible.
- Change sale status:** A table with columns for "Validate for:" and "Move to:". The "Validate for:" row contains "QA", "SALECALLBACK (*)", and "SALECANCELLED (*)". The "Move to:" row contains "QA", "SALECALLBACK (*)", and "SALECANCELLED (*)". A note below states: "(*) - reason code required on move.
- Bank Details:** Method of payment: Bank Debit Order, Activation fee R199.00, First payment effective: days / month / year. A red asterisk indicates: "Please choose a payment date first." Below are fields for Bank, Account holder name, Account number, Branch name, Branch code, and Account type.
- Sale notes:** Character limit 160, Add note button, and a note: "C2MSAgent1 AGENT1 4/16/2012 3:37:24 PM Wife will decide later today."
- SALECALLBACK scripts:** A list of scripts including Intro, Compliance, Pitch, Common objections, Features, Key T&C's, and Phonetic Alphabet.

At the bottom of the page, it says "dashboard | eula" and "engineered by pinpoint".

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