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.

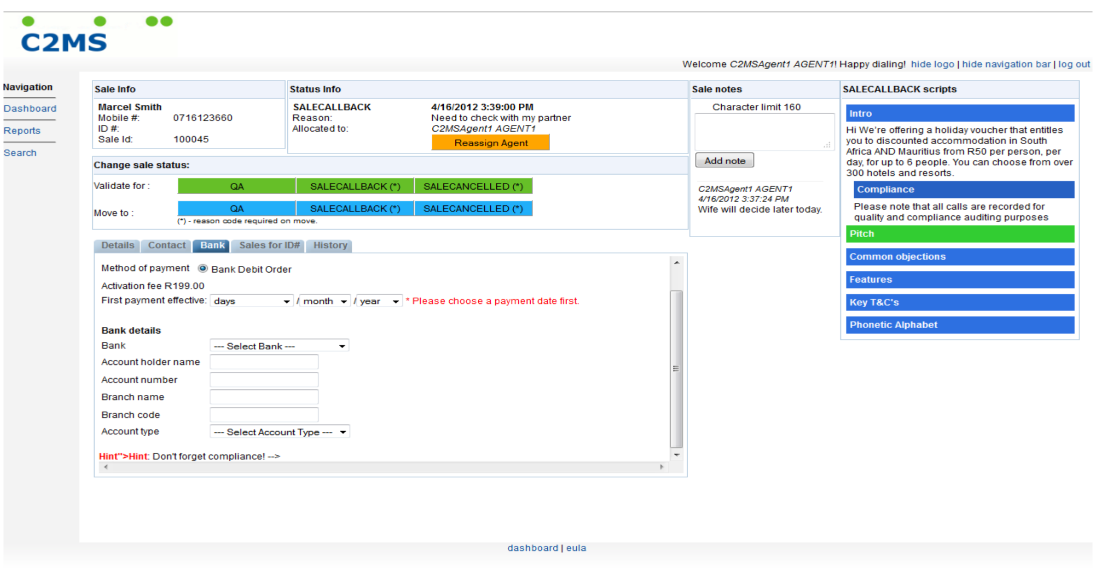
Management Functions

- 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



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