



Omni-Channel Solution

Provide seamless customer experience across any preferred channels - Voice, E-mail, SMS, Social-media



*astTECS Omni-Channel solution allows your customer to communicate with the agent on any preferred channels. It helps to enhance the customer experience by providing them comprehensive access to various available channels like voice, chat, E-mail, SMS & social media in single interface.

*astTECS Omni channel is an integrated suite of intelligent, intuitive solutions that allow you to engage with customers and prospects on their channel of choice.

Advantages

All Channels in Single Interface

Enabled personalized customer experience by interacting them across their preferred communication channels. It increases agents' productivity by enabling them to engage customer in multiple channels simultaneously and view all the channels on a single interface.

Improved Efficiency

Omni-channel solution intelligently route the incoming interaction from different channels to the right agent for quick resolution, thus improve the agent's efficiency.

Real-time Monitoring

Tracking live and historical customer interaction helps the supervisors to better understand their customers, measure department and individual agent efficiency. It helps to get a detailed overview of which channel is performing better and most utilised.

Omni channel Experiences

With an omnichannel presence, agents can seamlessly switch between channels while resolving customer queries. Agent can easily access the customer's details and interaction history across various channels and provide quick resolution.

CRM Integrations

*astTECS Omni -channel solution can integrate with various CRM software and other legacy systems. The integration enables the agent to access customer information and interaction and ensures improved customer experience and effective communication.



Omni-Channel Features



VOICE

The voice still remains the preferred channel in the contact center when it comes to customer - agent interaction. Make every interaction count with *astTECS Omni- channel solution whether it is an inbound or outbound calls.



WhatsApp

Expand your Omnichannel Solution support with Business WhatsApp and Chat. It allows to send and receive video, images, Documents, Text, Location, Transaction and Interactive buttons.



E-mail

*astTECS Omni provides e-mail channel that help the contact center to reply faster and delight the customers with quick response time.



Social-media Channels

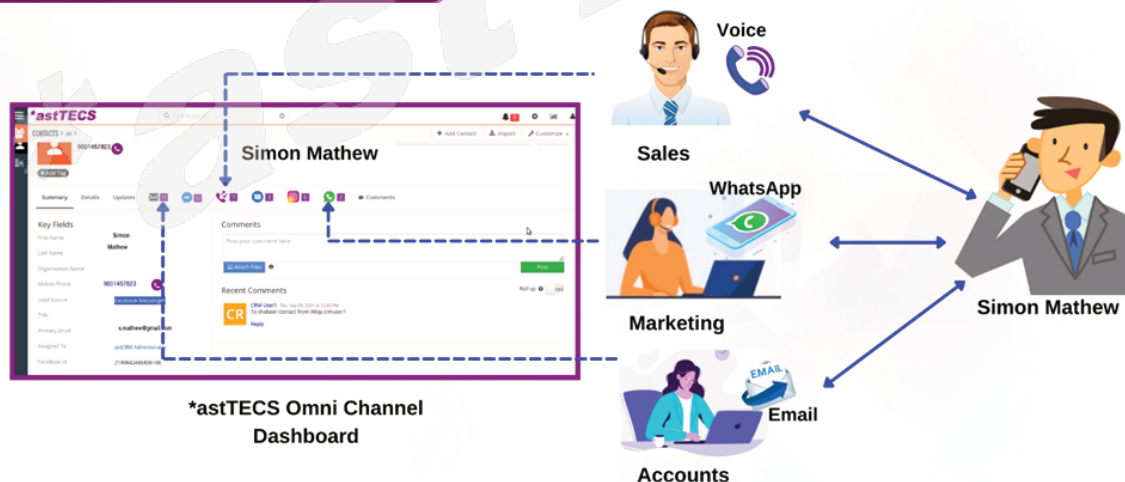
*astTECS Omni allows agents to respond to social media enquiries immediately from the unified agent desktop. When the customers start interacting on Facebook, Instagram and other social media channels, the agent can reply with direct Message. It helps your contact center to reach large audience and build brand.



SMS

Integration with SMS enables to send notifications or docket numbers to the customers for future reference. The SMS integration is very useful where internet penetration is very low and other channels are not working properly.

How Does Omni-Channel Works?



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