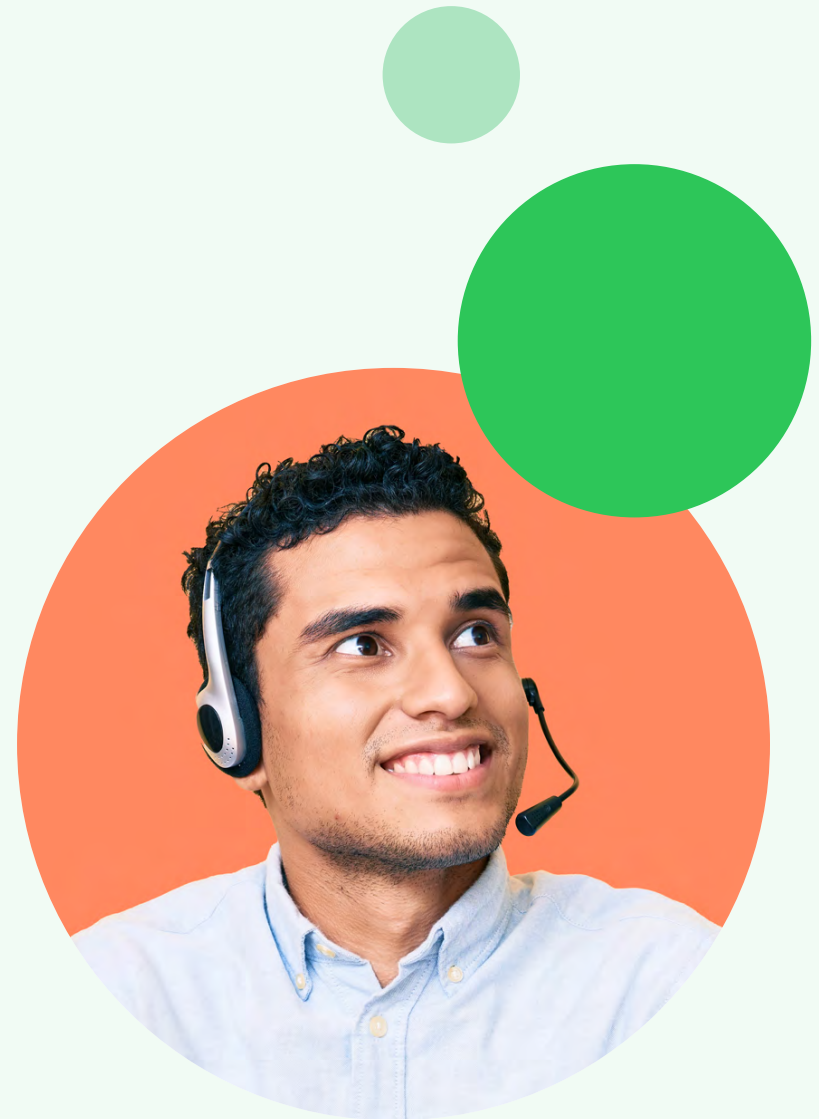# Telavox Contact Center.

TELAVOX

Telavox Contact Center.

Telavox Contact Center extends the functionality of CC PRO - the successful and widely spread solution for world-class customer audio communication. The new version includes text-based channel (omnichannel) communication support. This means that with the release of Telavox Contact Center, you will receive data from each customer dialog, regardless of channel, forming a single, unified 360-degree view of the customer to achieve faster, more efficient, and higher quality customer service and support.

Built with a modern look and feel, fully integrated with Telavox existing products, the Contact Center solution brings improved satisfaction for both customers and agents by simplifying agent engagement across any channel the customer prefers to use, resulting in better customer experiences across the board.

Telavox Contact Center also allows agents and supervisors to get valuable statistics to support decisions, plan for staffing and gain a deeper understanding of the customer journey.

Product overview

Telavox Contact Center extends the functionality of the successful and widely spread CC Pro solution for world-class customer audio communication.

	UCaaS	CC Pro	CC Omni
Voice and PBX	✓	✓	✓
Delayed Hunt Group, Statistics, On Hook Waiting and more	✗	✓	✓
Ticketing	✗	✗	✓
Unified Agent View	✗	✗	✓
One digital channel *	✗	✗	✓
Knowledge base	✗	✗	Add-on
Extra digital channels	✗	✗	Add-on
Price per Agent		Contact Sales	Contact Sales

Available Digital Channels include: Email, Social Media , Direct Messaging and Live Chat.

Key features

Delayed huntgroups
Add more agents in waves. If the primary group doesn't answer, engage the second group.

Callback
Instead of forcing customers to wait on hold, the service will call the customer when it's their turn.

Run URL
Caller information in existing web-based CRM or ERP systems provides customer profiles. All while on the call.

Wrap up
Allow agents time for post-call processing before they receive their next call.

Co-listening
Listen in on colleagues' conversations in real-time for educational purposes.

Pause system
Create a custom profile with a pause function that will pause the agents' membership in a queue so he/she won't receive calls.

Auto logout
When an agent is not answering for a long time, the system will automatically log him or her out of the hunt group.

Live dashboard
Monitor service levels, average hold time and calls abandoned etc.

Unified stats
Statistics overview with in-app stats, reports in Admin and Power BI stream.

Key features

Email
Manage all your email addresses in a unified experience.

Unified agent view
Handle all customer interactions across channels and the customer journey.

360 degree view of the customer
Gather all customer interactions so agents can give personalized and efficient service from the first touchpoint.

Queue and and routing
Customers can manage and prioritize their omnichannel communication and blend it with existing voice capabilities.

Customer contact card
Access, edit and create customer contact cards.

Ticketing
Create tickets from incoming messages and ensure that no customer interaction is lost.

Tagging of errands
Categorize the incoming errands to be able to analyse and follow up on the most common customer requests.

Create voice tickets on calls
When an agent is answering a call from a queue, a ticket is automatically created.
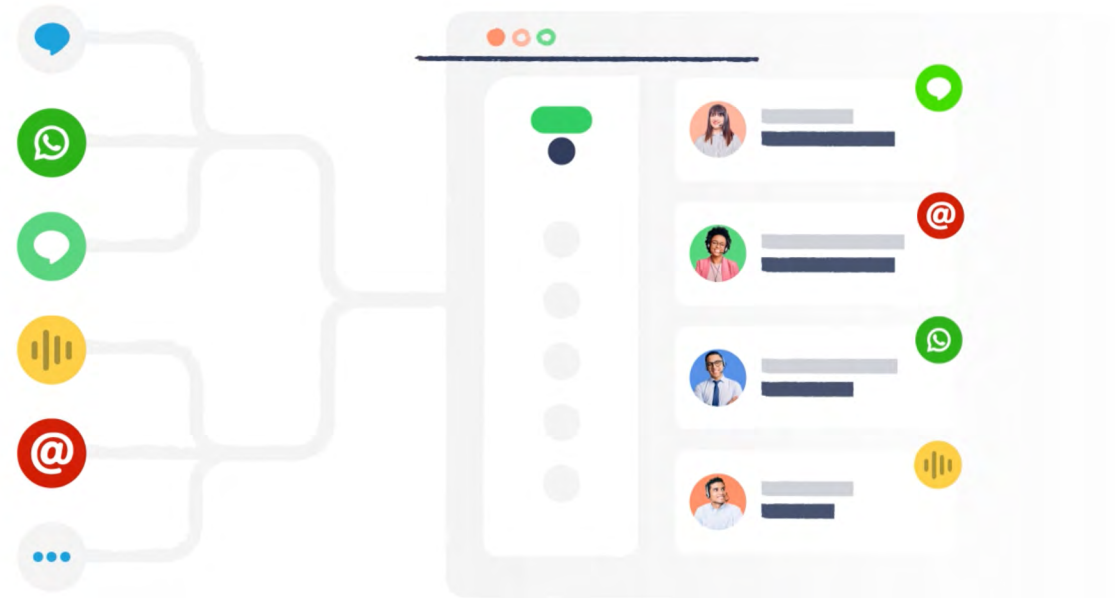
Note!

The number of features included depends on which package you choose. Overview at slide 3.

Key features -
Channels.

- **Email**

- **Social media**
  Facebook, Twitter, Instagram, Youtube, Trustpilot, Linkedin

- **Social messaging**
  WhatsApp, Telegram, Viber, Messenger

- **Webchat**

- **AI chatbot**

Note!

The number of features included depends on which package you choose.
Overview at slide 4.

Frequently asked questions.

Which solution is right for my business?

Depending on what your needs look like, Telavox has a scalable solution that's packaged in different ways. These are adjusted to how much customer interaction your company has. You can upgrade as your customer communication increases. Contact us for more details.

What regions are supported?

Sweden, Denmark, Norway and Finland.

How do I get help with the issues that I face?

Telavox Advisors and our resellers are happy to help out with all from implementation to day-to-day issues that can occur.

How do I get started?

You can easily install CC Pro in the admin portal as an existing customer. For our premium tiers, please contact our Advisor department or your reseller.