Ncontactcenter
Professional customer communication and engagement in the cloud

Inbound & Outbound Calling

NFON Ncontactcenter takes your customer support and call centre operations to the next level.

It lets you flexibly design all your support and outbound call processes and helps you optimise how you manage both inbound and outbound communication channels. This means you can tailor your call centre services to the needs of your customers – and to the needs of your business, too.

Ncontactcenter's powerful inbound and outbound calling functions allow you to create a consistent and positive customer experience across all channels while boosting agent efficiency.

Inbound ACD

With Inbound ACD, agents can quickly take on new tasks and engage in customer interactions. Thanks to open APIs, the solution can easily be integrated into existing applications such as CRM, ERP or ticketing systems. Agents and supervisors can access the service from any Internet connected device including smartphones and tablets.

> Flexible skills definitions

> Active queue management

> Various routing scenarios (longest-idle, last agent, skill based)

> Fully customisable rule options, with a wide range of options to choose from

> Call statistics and reports on KPIs such as call success rates and reasons for failure

> Live status updates for agents and call groups, for enhanced visibility of peak times and efficient agent planning

> Wallboard services

> Work from anywhere – log in with one click, wherever you are

Outbound Dialler

Outbound Dialler automates the process for outbound marketing and sales campaigns in accordance with GDPR regulations. Boost the efficiency of your outbound activities with the use of automated campaigns that take into account your inbound traffic and your business priorities. You decide how to best use your available resources to achieve optimal results.

> Easily create and activate master and sub campaigns using different contact lists

> Automatically or manually upload contacts from multiple sources (PC, SQL database, CRM)

> Program multiple diallers with predefined timings including 'wrapup times': manual, automatically assigned (e.g. new calls every 5 minutes), campaigns with predefined call times (e.g. every morning from 9am-10am)

> Call distribution according to call type (order, information request etc.) with multiple routing options (teams, call groups, other employees not using Ncontactcenter)

> Automated pre-recorded legal messages ensure compliance with legal requirements

> Intuitively register calls in assigned contact lists or campaigns

> Deep integration with CRM systems possible

Advanced IVR and Call Flow Designer

Ncontactcenter's unique and intuitive call flow designer allows you to quickly and accurately build your own, detailed support workflows. Flexible skills definitions

- Build IVR menus and smart routing rules, to direct callers to the right agent every time
- Move items with simple drag and drop functionality
- Include multiple channels and sources (CRM, SFDC) in your workflow

- Integrate pre-recorded messages
- Changes to workflows can be made and implemented in live operation within seconds.
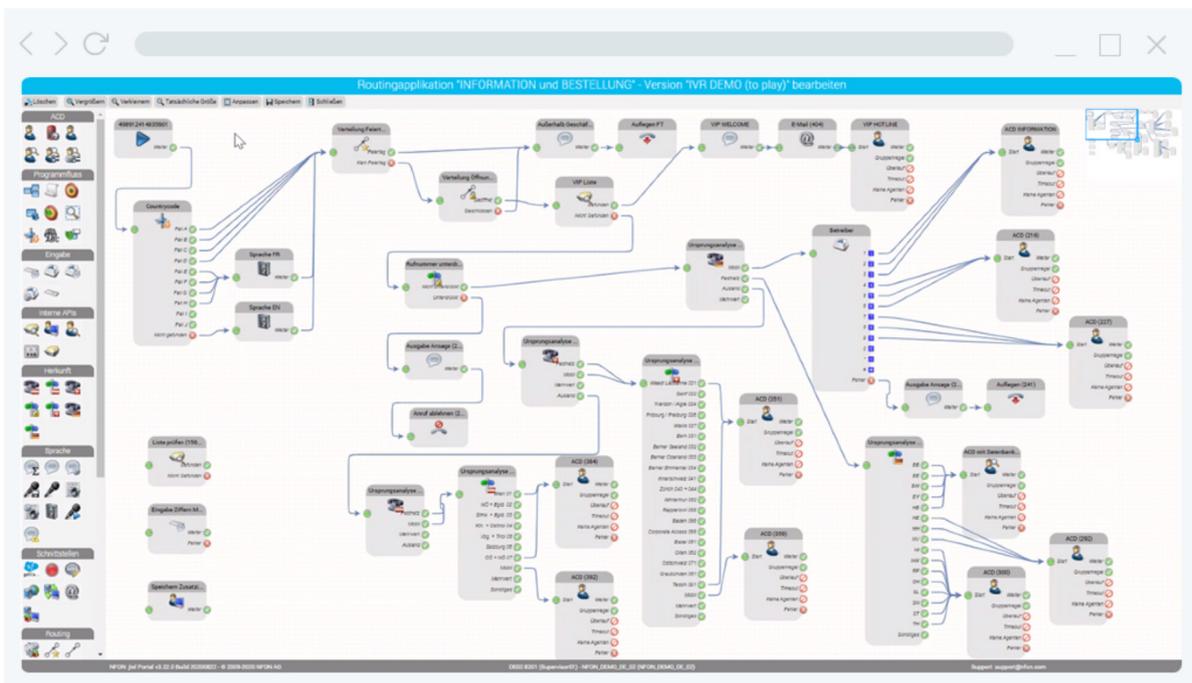
Main benefits

- Manage inbound and outbound calls flexibly through multiple channels (phone, email, chat, social media)
- Plan and optimise call distribution according to your business needs, flexibly adapt as demand changes
- Deep integration with your business tools (CRM and ERP) lets you deliver a consistent customer experience and allows your call centre agents to work more efficiently
- Completely web based, no hardware or integration required. Easy access from PCs, tablets or smartphones

Did you know?

- Besides advanced IVR, multi-channel support, efficient reporting and better management of agent workloads, Ncontactcenter offers seamless integration with NFON's cloud telephony PBX system – providing a full one-stop solution.
- NFON's powerful cloud telephony platform delivers a complete PBX including phone extensions, advanced PBX features and support for a wide range of end devices, whether hardware, softphones, mobile devices or apps.

Contact us for more information!

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