

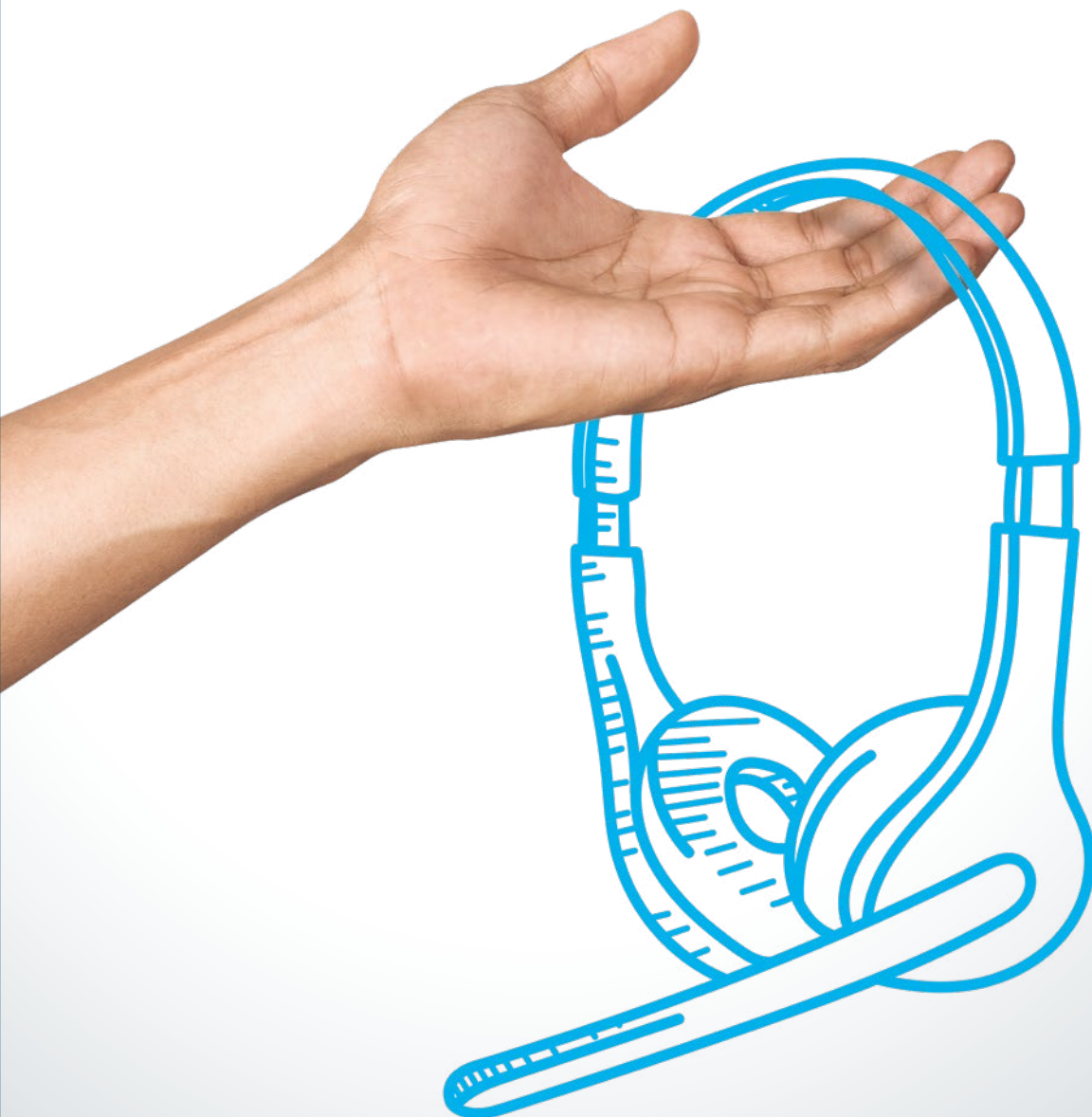
Ncontactcenter

The future-proof contact centre for Cloudya,
the cloud telephone system from NFON.

The new freedom in business communications.



NFON
Cloud Telephone System





No Hardware. No Software. All the Possibilities.

Ncontactcenter adds a fully-fledged cloud contact centre solution to Cloudya, the cloud telephone system from NFON, complete with robust functionality for productive, customer-centric communications across channels. Ncontactcenter is the integrated, proven cloud solution from jtel, a leading vendor of advanced solutions for the telecommunications industry. From a user-friendly web interface, Ncontactcenter provides the flexibility you need to make your contact centre future proof.

- ▶ Web-based, omnichannel contact centre
- ▶ Up to 2,500 parallel calls during live operations
- ▶ ACD, IVR, CTI, dialler, recording and reporting functions
- ▶ Fast and seamless integration and operation
- ▶ Hassle-free maintenance and system updates
- ▶ Reliable, scalable and secure cloud technology made in Germany

Your Turnkey Contact Centre as a Cloud Service.

Ncontactcenter is the turnkey, professional contact centre made in Germany for Cloudya. Set up by our experts to meet your individual demands, this professional contact centre solution integrates across diverse channels – social media, web chat, email-, SMS-, and fax-routing. Ncontactcenter comes loaded with efficient digital workflows, providing innovative functionality for sophisticated contact centre services and rewarding customer experiences.

Reduce Costs. Gain Flexibility. Future-Proof the Business.

Based on cloud technology, Ncontactcenter requires no physical space nor hardware/software investments or deployment, thus offering robust performance at much lower overall costs than other solutions. Minimal expenditure for setup and configuration, along with free-of-charge maintenance and system updates, optimises costs and keeps your contact centre future proof. The pay-per-use plan scales flexibly to meet business needs, where on a monthly basis, agents may be added and removed.*

Personalised Services Create Exceptional Customer Experiences.

With Ncontactcenter, agents have comprehensive functionality at their fingertips. They can call customers from within applications and identify callers on the first screen. Agents can also connect customer data across applications via REST API and support them with timely contextual information to deliver exceptional, personalised customer experiences – across communications channels.

Access over the Web Anytime, Anywhere – with Built-in Help.

As a cloud solution, Ncontactcenter is available anytime, anywhere and with any web-connected device, maximising access whenever and wherever you need it. The user-friendly, intuitive UI can be easily adapted to individual agent requirements, and a context-sensitive help menu offers comprehensive support to system information to agents, enabling them to quickly and competently learn the system.

Smooth Integration into a Seamless Customer Journey.

Ncontactcenter facilitates fast integration with enterprise solutions. The Ncontactcenter API enables easy integration of CRM, PLM, and ERP applications and solutions. Consolidating communication processes into one platform provides agents with efficient workflows to satisfy the ever-increasing demands of customers.

Ncontactcenter at a Glance

› ACD

Automated Call Distribution for inbound and outbound operations. Concisely definable rules, multi-channel communication and standard REST API interfaces to integrate CRP and workforce management.

› IVR

Interactive Voice Response includes conferencing and DTMF. Easily adapts to service channel and customer requirements.

› Call Flow Design and Optimisation

Multi-layered standard call flow, easy design and optimisation of individual call flows using drag-and-drop functionality.

› Dialler

Preview dialling supports the push of customer data towards the agent. Click-to-dial, auto-dial options, customisable call time, number of dial-up attempts and dial-up duration.

› Recording

Flexible voice recording and playback feature for quality assurance to increase service quality, customer satisfaction and more.

› Reporting

Customisable logs, statistics, agent and group reports. Twenty standard reports are available and further metrics can be accessed or obtained by subscription. Display of raw data is possible via REST API.

› Social Media Messenger

In Ncontactcenter, social media channels can be distributed as events, comparable to distributing calls to agents. This is made possible by integrating common messengers via REST API.

* Removals/additions possible after one year.

About NFON AG.

Headquartered in Munich, NFON AG is the only pan-European cloud PBX provider – counting more than 15,000 companies across 13 European countries as customers. With Cloudya, NFON offers an easy-to-use, independent and reliable solution for advanced cloud business communications. Further premium and industry solutions complete the portfolio in the field of cloud communications. With our intuitive communications solutions, we enable European companies to improve their work a little, every single day. NFON is the new freedom in business communications.



Cloud solution 'made in Germany'



High savings potential



Unlimited capacity



Intelligent functions



Easy to use



Network of local service partners

 nfon.com

NFON is a registered trademark of NFON AG. All other trademarks are property of their respective owners.
© NFON AG, February 2019



NFON
Cloud Telephone System