Ncontactcenter
Professional customer communication and engagement in the cloud

Multichannel Support

NFON
Cloud Telephone System

Multichannel Support

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

Users can choose their preferred communication channels and easily manage and track customer conversations through one intuitive interface. Extended performance reports and real-time activity monitoring, plus an extensive routing concept and highly flexible access rights, ensure the right fit for every kind of business.

With Ncontactcenter multi-channel support, you can create a consistent and positive customer experience across all channels and boost agent efficiency. All GDPR compliant, with data stored in Germany.
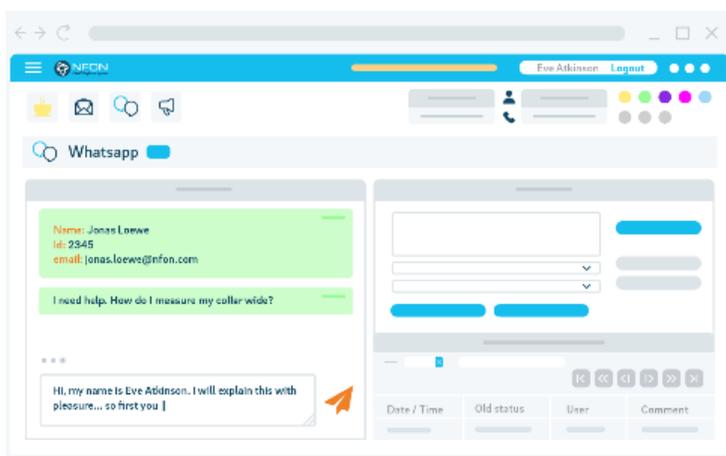
Web chat

Fully embedded in your organisation's website, web chat allows agents to answer customer requests coming through the website directly in Ncontactcenter.

> Company branded web chat front-end

> Configure when the chat interface should appear, e.g. after two minutes on the web page, after clicking on certain information etc.

> Pop-up notifications in Ncontactcenter are displayed to available agents according to user-defined routing rules

> Up to 10 chats per agent, or limit the number as required

Email

Efficiently handle, monitor and distribute customer email requests through Ncontactcenter. Incoming emails are automatically assigned to a free agent based on user-defined filters, and the email status is consistently monitored.

> Customers receive consistent responses as the entire conversation history can be retrieved and followed up

> Agents only see the emails assigned to them

> Agents taking over an existing conversation can easily see the entire customer history so the customer doesn't have to repeat himself

> Emails can be displayed and answered in your chosen email client or directly in Ncontactcenter

> The email status is stored in Ncontactcenter and can be viewed anytime

> Emails can be routed directly to the correct ACD group or agent based on customer-defined criteria, or searched for keywords and sent to the ACD group with the best keyword match

> Forward emails to other agents, attach files, links, videos etc.

WhatsApp

Similar to web chat, customer requests via WhatsApp can be routed into Ncontactcenter.

- > Pop-up notifications in Ncontactcenter including contact's phone number

- > Compatible with WhatsApp Business

- > Full reporting and routing functionalities to track this channel, such as number of requests processed, routing to most skilled and available agent and much more

Unlimited routing possibilities

Similar to the routing of phone calls, the distribution algorithm for email, web chat and WhatsApp events can be flexibly defined.

Ncontactcenter's role concept allows different access rights and rules for individual users or user groups, supervisors and agents. This means you can flexibly combine any kind of routing algorithm, for example, to enable skills-based routing or routing to the agent with the longest idle time.

Customers can easily define the routing rules per channel as required. This self-service approach gives you unlimited possibilities for setting up individual workflows, helping you provide best-in-class customer support.

Consistent reporting and tracking

Emails, chats and WhatsApp events are tagged by category (such as customer request, information enquiry, complaint) so supervisors can analyse the number of interactions and time spent on each category.

Reports for each channel include the average number of events, time to response and other performance indicators broken down by agent and group, ensuring consistent service levels throughout the organisation.

Flexible licensing

Ncontactcenter's email, WhatsApp and web chat channels are provided as a monthly licence linked to any type of user (named or concurrent agent). Choose which user has access to which channels.

Did you know…

Besides 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!