

# Ncontactcenter

Professional customer communication and engagement  
in the cloud



## Efficient Monitoring & Training

NFON Ncontactcenter helps you to meet your customers' needs, sets your team up for success, and improves all of your contact centre operations.

Do you want to gain control over your customer support quality? Ncontactcenter allows you to listen to recorded calls, identify your agents' areas of improvement, and provide ongoing feedback to help your teams become better at what they do.

Use our powerful feature set to gain insights on various KPIs to help you monitor and train your teams, empowering them to create better customer experiences. Have access to your data anywhere and anytime while always being GDPR compliant with data stored in Germany.

## Recording

With Ncontactcenter, you can automatically record calls and listen to them with your team directly from your internet browser. Helping you to improve service quality and customer support by monitoring your agents' calls. You'll get to know your clients better and can train your teams to provide them with best-practices for their customer interactions.

- Record calls for business insights
- Understand your customers' needs
- Use recordings as a training tool
- Meet applicable laws with flexible activation rules
- Access from anywhere - upload all recordings directly to your FTP



## Data Reporting

Track your live call activity and team analytics, all in one central place. Using Ncontactcenter, you are always in the know on how your agents are performing and can improve your contact centre productivity with live data. It's easy to set up and use, helping you to manage your team more efficiently.

- Monitor the performance of your contact centre
- Run targeted analysis of collected data
- Identify challenges before they turn into problems
- Make decisions based on live data
- Measure the impact of your strategic actions

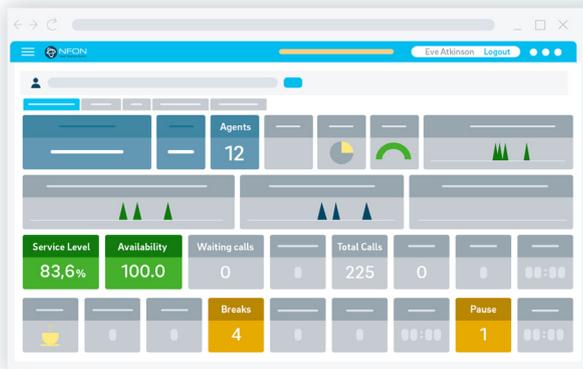
## Data Wallboard (Real-time reporting)

Make your contact centre operations more efficient with Ncontactcenter Data Wallboards. You can set up individual performance tiles that track various KPIs in real-time, enabling your team to always stay ahead. For even more convenience you can create multiple dashboards with specific KPIs for different agent groups.

- Wallboards display real-time stats, metrics, and other data for your team
- Quickly see how many customers are waiting, which agents are busy, and who's available
- Customize the look, display, and style of your Wallboards
- Save actionable data in historical reports

## Make use of graphical elements:

- Use charts and diagrams to show available agents
- Employ speedometer widgets to show service levels
- Implement various other graphs for more KPIs to help your team deliver the best service possible



## All KPIs are also available for the following channels:

- Chat and WhatsApp
- Email
- Voice-Mail

## Contact us for more information!

## 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 respond, and other performance indicators broken down by agent and group, ensuring consistent service levels throughout the organisation.

## Flexible licensing

Ncontactcenter's is provided as a monthly licence linked to any type of user (named or concurrent agent). Simple add further media channels to your voice licence as your business grows or as your target customers adapt to new 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 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.