

Centric The Hosted Multimedia Contact Centre

The Centric Agent provides contact centre agents with a single interface for managing all customer interactions including telephone and Internet, live and message-based, fixed and wireless, inbound and outbound. A standard multimedia PC with a headset is the only appliance an agent needs. The use of a regular telephone or an IP phone is an easily configured option.

One Interface for All Contacts

Centric's intuitive interface gracefully handles all types of customer interactions. Supported contact types include inbound telephone calls, outbound telephone calls (agent dialled, preview dialled, as well as predictive dialler generated), call-backs, Instant Messaging (IM) keyboard chat, web co-browsing and collaboration, web voice and video, e-mail messages, and voice and fax messages.

Virtual Call Centres and Remote Agents at No Additional Cost

Agents are location-independent, and calls may be transferred seamlessly between agents, regardless of their locations. All call-related information is automatically transferred with the call.

Easy Integration & Customisation

CentricConnector is a pre-packaged desktop integration for a number of complementary applications such as CRM and Knowledge-Base products. CentricConnector unifies CentricAgent functions and the CRM or other complementary applications' functions in a single window on the agent's desktop. CentricAgent APIs facilitate easy integrations with applications that are not available in an off-the-shelf CentricConnector. Furthermore, the flexible CentricAgent interface is easily customised and branded for OEM applications.

Multiple Options for Telephone Call Delivery

Agents can use CentricAgent as a PC-based soft phone for both telephone and Internet callers. Calls can also be delivered to any regular telephone via its phone number, or to any IP Phone via its IP address.

MultiLanguage Support

The CentricAgent interface has been translated into over a dozen languages – including languages that require double-byte support. Agents can select a language at login time. Additionally, all IM (keyboard chat) between agent and caller is in the language of the caller, even if the agent's interface is in a different language. For example, an agent using French menus can have an IM conversation with a German caller in which both have all of the proper German characters. New CentricAgent languages can be created and implemented in the field without software development.

Auto-Update for Agent Software

Software updates are automatically distributed to all agents using the auto-update feature. CentricAgent client automatically detects when a new version is available, and the upgrade is accomplished with a single click of the mouse.

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