



OWN NOTHING, GET EVERYTHING

With C-Zentrix Cloud, now go live with your contact center (inbound/outbound/blended) within days without investing in any infrastructure, be it server or telecom services like E1s, VoIP bandwidth, etc. On our cloud, get the advantage of high availability and disaster recovery.

The complete user experience with C-Zentrix cloud is exactly the same as that of an in-premise contact center solution.



SOLUTIONS

Contact Center - inbound/outbound

Use the complete C-Zentrix Contact Center solution from the cloud with zero Capex investment. C-Zentrix Cloud solution helps you build a fully interactive contact center within hours with minimal up front investment.

Missed Call

C-Zentrix Missed call solution provides users with the option to quickly setup a service where the end customers can just call without any cost and show their interest or confirmation for a certain service or opportunity. It's a zero cost service for both the user and the customer which helps the user to quickly reach to the customer on a missed call.

Robo Call

C-Zentrix comes with a unique functionality of auto dialing and playing prerecorded messages to the end customer. The customer can be played a message or taken to a complete IVR flow to get their feedback using DTMF inputs.

Magic Call

C-Zentrix Magic call platform is an interesting platform to connect two people without revealing their actual phone numbers and at the same time tracking their entire conversation including voice logging and reporting.

Live Chat

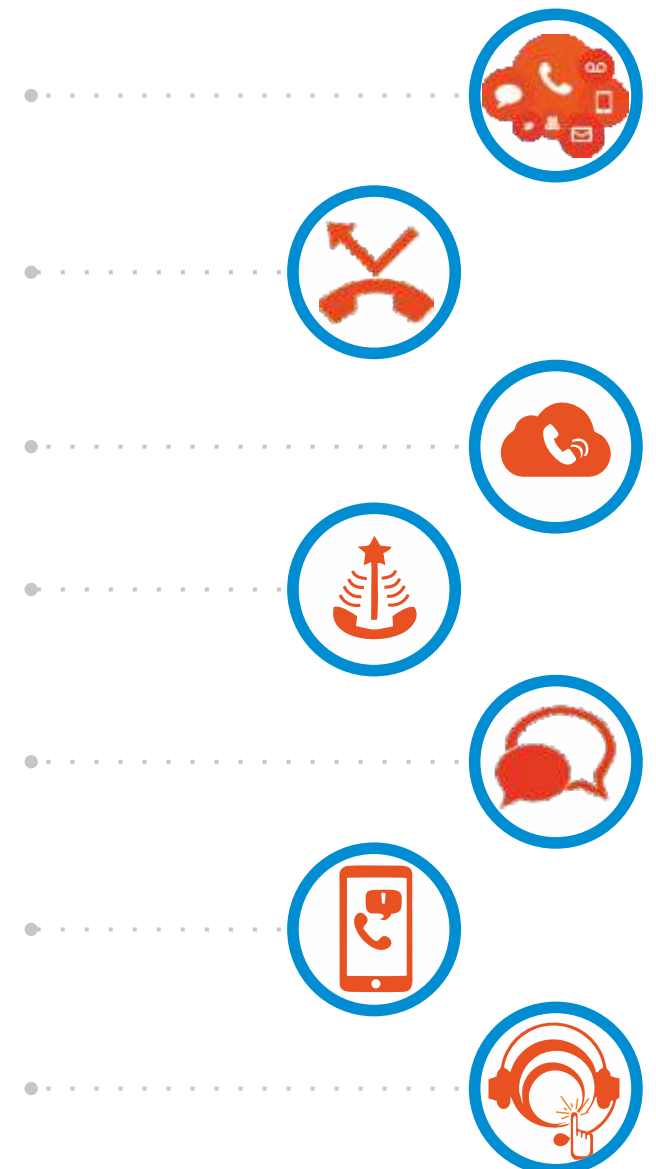
C-Zentrix Live Chat is a text based chat application driven by customer business rules. Live chat is easy to use and integrate with your own website. It adds a new dimension of productivity to your business.

IVR

C-Zentrix IVR is used by enterprises who wish to automate their responses for their customers and make it a personalized experience. This helps them reduce cost on human resources and at the same time provide multiple responses (static and dynamic) to multiple callers at the same time round the clock.

Click to Call

C-Zentrix Click2Call facility brings the unique feature to your website to connect your customer with your representative over a call. Just on a single click of the web visitor a two way call is generated; one to the visitor and other to the tech support representative and bridged immediately. You can record and report the call generated via this mechanism.



C-ZENTRIX™



contact center solution
on cloud.
Easy and simple to use
with hassle free
implementation.



- Run 3000 + seats concurrently.
- Reduced investment with monthly pay schemes.
- Seamless Integration with any third-party CRM.

BENEFITS

Cloud model offers you the benefit of hassle free Pay Per Use service, without an upfront investment. Other benefits include:



Swift Migration



Minimum Cost



No Infrastructure



Fast Installation



Business Continuity



No Upfront Investment

FEATURES

1. 24x7 Support available for an uninterrupted business
2. CZ Bar CTI Integration with any third party CRM
3. Comprehensive MIS reporting
4. Voice Logger for 100% Call Recording
5. Screen Logger for 100% agent Screen Recording
6. Real time notifications
7. Skill Based routing with up-to 60 skills
8. Sticky Agent for an enhanced customer service
9. SMS & Email Integration for multi-channel communication

Address :

Towards Vision Technologies Pvt. Ltd.
496, Ground Floor, Udyog Vihar Phase 5,
Gurgaon, Haryana-122 001, India

