C-ZENTRIX

Customer Experience Simplified

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Omni Channel Platform

on cloud.

Easy and simple to use
with hassle free implementation.

- Omni channel communication platform(Voice, Email, Chat, Chatbot, Social Collaborations, ticketing & lead generation tools)

- Reduced investments with monthly pay schemes

- Seamless integration with any third party app

- Advanced Speech Analytics with ASR, TTS, STT &; Word Spotting

- Scale seamlessly to accelerate business growth

Customer Experience Simplified

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.

SOLUTIONS

TrixQ

TrixQ gives you a cloud based contact center (Inbound/ Outbound/ Blended with zero capex investment. You can have a full-fledged contact center with IVR, Skill based call routing, Voice recording, real time reporting & call quality facility in matter of hours. The state of art queuing technology lets you never miss valuable calls of your customers TRIXQ seamlessly plugs into the C-Zentrix Omni Channel Platform.

GoVivace Speech Analytics

You can now connect your TrixQ instance with the GoVivace Speech Analytics and bring the power of Text to Speech, Speaker Identification, Speech to Text, Automatic speech Recognition & Word Spotting. Features include Audio mining, Call Compliance, Sentiment Analysis and Quality Scores etc.

TrixChat

TrixChat is business chat solution with functionalities like Chat2Click, live barge in, multi conferencing etc. It plugs into the C-Zentrix Omni Channel Platform to provide alternate touch point for the customers. The intelligent Chatbot helps you service your customers 24x7 and increases productivity

TrixDesk

TrixDesk is the advanced ticketing tool which acts as a base platform for the Omni channels to connect. It provides a single interface for monitoring and managing customer queries from various channels in a single interface.

Missed Call

C-Zentrix Missed call solution provides the 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.

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.

1. 24x7 Support available for an uninterrupted business
2. Omni Channel Platform
3. CZ Bar CTI Integration with standard CRMs (e.g. Salesforce, MS dynamics, Freshdesk, Zendesk, Zoho, Happy Fox etc.)
4. Comprehensive MIS reporting
5. Real time notifications
6. High Availability

PARTNERS

AEGIS

Go Vivace

Microsoft Dynamics

salesforce

Tech Mahindra

WIPRO
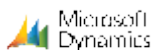
C-ZENTRIX

C-Zentrix Cloud offers you the benefit of hassle free Pay per Use service, without an upfront investment. Other benefits include:

Swift Migration

Minimum Cost

No Infrastructure cost

Omni Channel Platform

Business Continuity

Real Time Analytics

Plug and Play

Scalable

24/7 available