

Contact Center 4ALL: Enhancing Customer Contact Management with Microsoft Integration

Today, many companies are successfully using Microsoft solutions such as Teams and Dynamics. However, managing customer contacts in a professional way is difficult. CC4ALL offers rich ACD features such as skills-based routing, dynamic queuing, real-time reporting, graphical call flow editor and much more. Operator and manager/secretary features are also available.

Seamless integration with Teams and Dynamics adds the ability to efficiently route all calls to, for example, the best available employee with the most knowledge of a specific product or service. CC4ALL uses this powerful routing engine for all available channels, such as email, web chat or social media conversations. With CC4ALL solutions, not only do you save on your IT costs, but communication with your customers becomes optimal.

Omni-Channel. CC4ALL offers omni-channel contact centre functionality, all managed from a single central administration tool and a single client. The addition of extensive web chat and social media capabilities makes CC4ALL the most complete, versatile and flexible omni-channel solution on the Skype for Business contact centre market.

Call routing. One of the biggest frustrations for customers is being put on hold and then misconnected. CC4ALL takes call routing seriously. Routing can be based on skills or on the longest available agent.

Reporting. Professional real-time dashboards and historical reports are included for voice, web chat, email and social media. The recent implementation of Microsoft Power Bi adds comprehensive, easy-to-read dashboard functionality.

The Advantages:

- **The right solution first time.**
Being transferred to the wrong agent is the number one reason customers abandon a call. We take call routing seriously, all channels, voice, email, web chat and social media, are routed with the same powerful engine so all conversations are transferred to the right agent, first time.
 - **Customer contact transformation.**
Although most inbound conversations still take place over the phone, online chat and social media are booming. An excellent omni-channel solution is therefore crucial to the transformation of customer contact.
 - **The contact centre of the future is already here.**
Grâce à l'intelligence artificielle intégrée, le texte et la parole peuvent être analysés. Cela offre un aperçu unique de tous les contacts avec les clients et de l'efficacité des agents. Thanks to built-in artificial intelligence, text and speech can be analysed. This provides a unique insight into all customer contacts and agent effectiveness.
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