smartcom
business communications

Integration

Omnichannel

Inbound

Outbound

Reporting & MI

(Left column)
- Skill Based Routing
- Golden Ticket
- Blended Campaigns
- IVR Editor
- Customise Queuing
- Call Recording
- Multi Option Transfers
- Fully Custom Dispositions
- Multiple Inbound Numbers
- Live Agent Coaching & Mentoring
- Automated Payment Engine
- Agent Safepay
- Automated Payment IVR
- Integration With Other Systems
- IVR Announcements

(Integration column)
- Data Forever
- Drag & Drop Custom Scripts
- CRM Integration
- Workflow Process
- Data Management
- API Integration
- Complete Auditing
- Priority Dialling
- Complete List Admin

Reporting & MI
- Custom Report Builder
- Productivity Reporting
- Historical Reporting
- Scheduled Reports
- Real Time Reporting
- Replication Options
- Targets
- Permission Based Access
- Live Queues
- Multiple Live Custom Dashboards
- Browser Based Live Wallboards
- Agent Time Mangement
- Agent Specific Live Stats

(Outbound column)
- Predictive Dialling
- Progressive 'un-droppable' Dialling
- Preview Dialling
- Auto change – Predictive to Progressive
- Data Priorities
- Call Recording
- Private & Public Callbacks
- Simple, Single Window Web Agent
- Live Agent Coaching & Monitoring
- Answer Machine Detection
- 'Best Time To Call'
- Time Zone Control
- Post Call Actions
- Bespoke Scripting
- Drag & Drop Campaign Management
- Multi Option Transfers
- Fully Customisable Dispositions
- DNC Lists

(Omnichannel column)
- Interaction Transfers
- Previous Agent Routing
- Reduced Ave Handling Time
- Blended Campaigns
- Increased Penetration
- Agent Productivity
- Customer Satisfaction
- Data Forever
- Custom Reporting
- Schedule Reports
- Fast Implementation
- Simple Administration
- Easy-to-use Interface
- Reporting & BI
- Text/SMS
- Chat
- Email
- Unlimited IVRs
- Outbound
- Inbound

Conversational AI

Powerful features for smarter customer engagement