# COMNICA
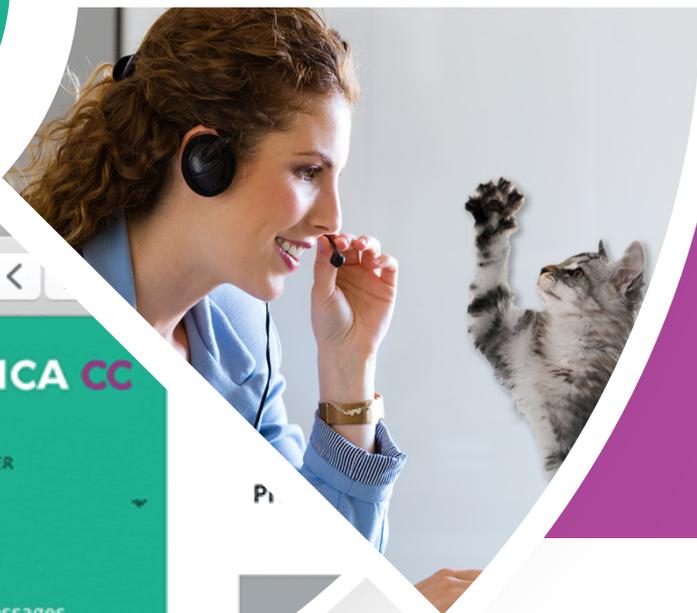
# Customer service from the couch

## Send your staff to Home Office with Comnica's virtual contact center

The epidemic urges contact centers and customer services to rapidly rethink their daily operation. Customer service and telesales representatives are no longer safe in the office, but the calls still have to be handled. With Comnica's web based virtual contact center, they can manage them from home.

# Contact center operation from Home Office

## What is Comnica CC good for?

For everything that is customer communication:

Customer service / SSC functions / Outsourced corporate administration / Lead generation and telesales / Telemarketing / Customer satisfaction measurement / Market research and polls/ Debt management

### Quick call management

Be it an inbound or outbound call, the smart dialer connects the client with the operator in a flash. The call routing system can be set by many parameters, to increase operator utilization by even 50%.

### Interface accessible from your browser

The user interface is accessible without any installation with a single click. Operators can log in the software instantly, from anywhere, simply using their names and passwords.

### Real time management control

Via web access, supervisors can coordinate the work of their team remotely: plan the schedules, modify their work load, monitor clients in the line, listen into the calls, browse and evaluate recordings.

### Managing operator authorizations

Operators can also be authorized to initiate changes in their schedule, just as to track their own statistics such as KPI-s, performance, customer satisfaction targets.

### Multi channel communication

With Comnica CC, you can reach out to your customers via phone, e-mail, video call, or SMS. When sending a message, you can address your customers in personalized mass SMS and e-mail, or with transactional messages.

### Reports and analytics real time from the cloud

The software records and analyzes all your data, and creates real time statistics. Reports are summed up in clear-cut charts, that can be shared with the management via e-mail by a single click.

# Quick transition with loads of advantages
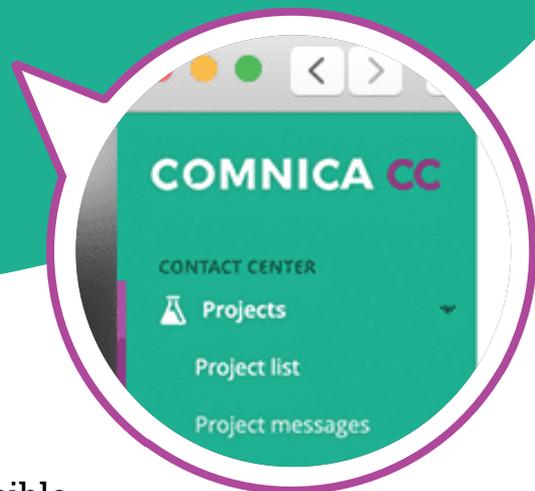
For launching your Comnica CC, no physical infrastructure is needed. Since we provide the system from the cloud and all the functions are accessible from our online interface, your colleagues only need

**a headset**     **and a laptop**

### Quick installation without costs
If you are using an on-premise call center system, our colleagues can move your operation to our web based virtual platform within 48 hours.

### Education via remote connection
We train your staff for fluent use of the system via remote connection. For everything else we provide detailed training material and descriptions in our online Knowledge Base.

### Technological security and data protection
Communication through all channels of the system are end-to-end encrypted. Customer data is stored geo-redundantly on 4 different server farms. We provide GDPR compatible background through all customer relationship processes of our clients.

### Support around the clock
Technological monitoring of the system is ensured 24 hours a day. Our customer service team stays at your disposal to answer any of your questions and requests.

# Beyond the pandemic

According to experts, companies should prepare for an extended pandemic for long months and maybe even for further waves. However remote work will stay with us as part of our normal life after the pandemic - expanding in an accelerating pace in all sorts of industries. Your virtual contact center system installed now will provide you a stable and flexible business operation on a long term.

### Cutting costs
Less physical work stations, drastic decrease in office rental expenses, hardware- and infrastructure-free operation

### Wider pool of labor force
Home office is an attractive option for Y and Z generations employees, but also opens the opportunities for senior workforce and young mothers looking for part time jobs.

### Less fluctuation
In average, call centers offering Home Office can keep 80% of their staff annually, while others can only manage to keep 25%.

### Boosting motivation
Remote work gives your colleagues both freedom and responsibility. This sort of extended independence brings a bigger momentum and motivation for work, that will result in higher performance figures.

Call center is no longer a place, but a service you can provide from anywhere.
If you agree, contact our colleagues. We help you move your staff to Home Office in 2 days.

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## We are already helping them manage customer relations

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