



A contact center that delivers top-flight customer service that can distinguish your company and give you a genuine competitive edge. The contact center can also be the most cost-efficient way to enable a minimal number of agents to field large volumes of calls. Stingray contact center enables flexible **customized contact center solutions:**

System Features:

Intelligent routing

Close interaction among call routing system, Stingray[®] distribution system, and IVR system for constructing voice menus allows to quickly describing a rather arbitrary logic of call routing without enlarging staff.

Call Queuing

Call queuing is a must to enable the best utilization of all agents and never reject any calls or give the user a busy signal.

Automatic Call Distribution

Eliminates any need for transferring calls between agents and also makes every agent's queue very representative of the tasks that are needed from him/her.

Automated services

Some services provided to customers over the phone may be fully automated. This allows to free Contact center agents from their routine tasks and use them for processing more complicated and non-standard requests.

Load Balancing

strict adherence of the rules of matching the caller's input with the agent's skills can lead to too many callers waiting for specific agents while other agents are sitting free and not servicing any callers. Load Balancing detects the above situation, and takes measures to rectify the problem making full utilization of the hardware and the agents.

Agent Evaluation Reports

Stingray CTI platform offers statistics and logs of the agent's activities which help monitor the productivity of the agents, and make sure of the level of service offered to the customers of the contact center.

Real Time Queue Monitoring for Agents

Stingray also offers agents themselves real time queue monitoring of customers which allows agents to keep the pace with the callers and adjust their performance to service the largest possible number of callers.

Call Recording & Monitoring

Stingray is equipped with a powerful call recording option that allows the administrators to monitor and record agent calls whether for legal purposes or to maintain QoS.

Key benefits:

Stingray[®] Contact Center will help you solve tactical and strategic business problems, including the following:

- Increasing satisfaction of existing customers
- Encouraging business demands and attracting new customers
- Providing transparency of customer interaction processes
- Obtaining information about customer preferences
- Improving management of subdivisions communicating with customers
- Reducing financial and other risks
- Reducing operational costs
- Optimizing the company professional image

