

## OpenScape Contact Center Agile

### **Cutting-edge multichannel functionality for contact centers with up to 100 active agents**

Deliver superior customer service with OpenScape Contact Center Agile, a cost-effective and easy-to-implement multichannel contact center solution for your telephone system.

OpenScape Contact Center Agile is fast, easy and cost-effective to set up, and supports traditional TDM, pure IP or hybrid environments. It provides a superior customer experience through intelligent group-based routing, intuitive agent and management tools and comprehensive reporting.

#### Key features and benefits

- More first-contact resolution
- Better agent and manager productivity
- Improved customer satisfaction and retention
- Investment protection
- Intelligent routing for voice, email and callback
- Support for up to 100 active agents (including remote and distributed)
- A highly visual, easy-to-use Manager Desktop requiring minimal training
- Powerful Agent Desktop for improved productivity
- Innovative presence and collaboration tools to drive first contact resolution
- Integrated IVR for easy, end-to-end call flow design and execution
- Software solution that fits easily within your IT infrastructure
- Integration with Microsoft® CRM as standard
- Seamless upgrade to OpenScape Contact Center Enterprise for investment protection.

OpenScape Contact Centre is a product of Unify, formerly Siemens Enterprise Communications.

**To arrange a demonstration of OpenScape Contact Center, call Evotec - your Unify Premium Partner on 1300 133 996.**

**For more information on all Unify products, click here:**