



Motadata ContactOps

Enhance all Aspects of Customer Relationship Management

Motadata Contact Center Solution

Motadata ContactOps is a Unified Contact Center solution to address complex communication requirements for inbound, outbound and even blended communication. With innovative, technologically advanced functionalities & rich feature set, the solution caters to complete contact center needs and offers ease of use for distributed or centralized workforce, modular, flexible, scalable and robust solution.

The solution also supports complex outbound and inbound contact center requirements for voice channels integrated with email & SMS ensuring minimum total cost of ownership at the same time maximizing profit margins, thus offering great returns on investment. Establish true client-server architecture with three major applications

- Server
- Agent
- Supervisor

Key Modules:



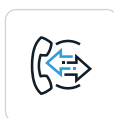
IVR



ACD



Dialer



Voice Logger



Third Party Application Integration (APIs)



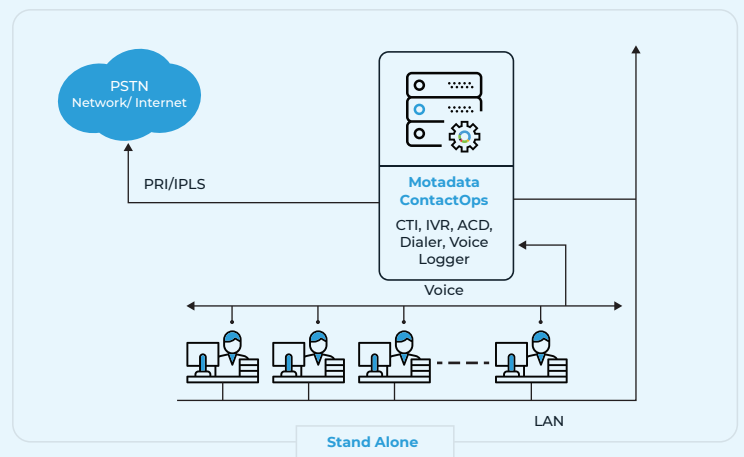
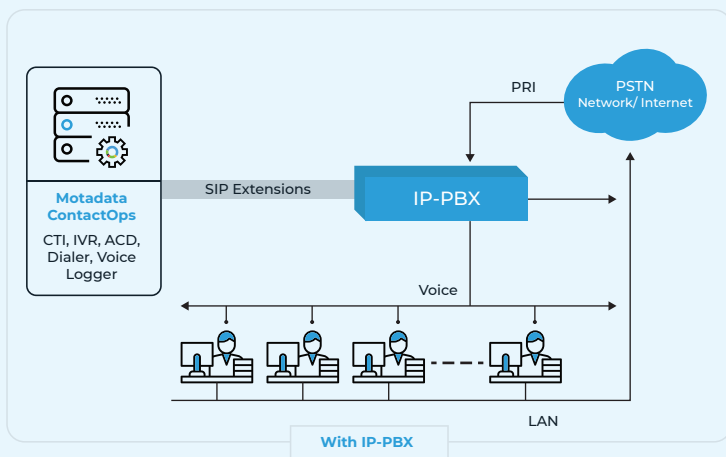
Applications

- Customer Support
- Technical Support
- Employee / Channel Partner Support
- Telemarketing
- Sales
- Collections
- Survey
- Ticketing / Booking
- Social Networking
- Helpdesk
 - Social Services
 - Public Services



Key Verticals

- Business Process Outsourcing
- Banking
- Mortgage
- NGO
- Automobile
- Hospitality
- Telecom
- Finance
- Government
- Entertainment
- Office Automation
- Consumer Goods



Solution Highlights & Benefits

Scalable Architecture

- Supports multiple Contact Centers may be situated different physical locations under single central database server

External Database Interface

- Options of API or DSN or XLS file upload

DNC Registry Support

- Meets legal compliance by disallowing calls to numbers stored in DNC Registry

Campaign Management

- Offers full featured Campaign Management solution for telemarketing, lead generation, survey, collections etc. It allows running multiple campaigns simultaneously. The user-friendly GUI based campaign wizard guides campaign manager to define and configure the campaign quickly and as well as GUI on agent screen shortens the learning curve for the agent to reach optimum performance level

Script Management

- Script provides the guideline for the agent on what to communicate and how to converse with the customer. User can upload the text file for a script or can even edit the script online. One campaign can have multiple scripts and one Script can be associated with multiple campaigns. Scripts linked to specific campaign are displayed on Agent's screen

Configurable Call Disposition

- User definable call disposition is supported. This enables the user to define day to day terminology of their business process in the system which makes the operation extremely user-friendly. The system offers call disposition wise reports

IVR Flow Configurator

- User can configure Call flow for IVR and ACD. Entire flow is site configurable through attractive and user friendly UI. Pre-defined Action engines are available in the application. User can choose appropriate action engine and according to the result he can choose the next action engine at each level. This feature offers lot of flexibility as the operation flow depending upon customer needs can be configured at the field itself

Real Time Monitoring / Supervisor Control

- Detailed system statistics are captured and processed in different formats giving online status information and easy representation of historical data. The on-line status gives real-time information on Campaign Statistics , List Statistics , Agent Statistics , Agent Productivity , Scheduled Call Listing, Session Status along with other critical operation data to the supervisor
- Reports and information available from the system enable supervisor to make informed decision on how to allocate resources and fine tune the system parameters to maximize productivity and achieve better results
- The Supervisor can barge, coach and monitor voice log
- Application offers a facility to define multiple TMs / Supervisors in the system to maintain desired ratio

Platform Features

- EDI- External Database Interface for Data Upload and Allocation
- ACD (Automatic Call Distributor)– ANI/DNI Based/Skill Based/Round Robin
- DNC Registry Support
- Customized Campaign Management
- Configurable Call Disposition
- Script Management
- Real Time Monitoring / Supervisor Control
- Screen Pop Ups – Query Based / Caller ID Based
- Soft Phone Functionality for Agents
- Call Statistics : Answer Time, Talk Time, Hold Time, Wrap up Time Calculation
- CRM / Third Party Application Integration
- CRM Page for Data Entry on Agent Screen
- E-Mail Alerts and Notifications
- Online Monitoring of Voice Logs for Quality Checks / Proactive Actions
- Thin Client Support for Agents (In case of Hard Phones)
- Open Application Interface for Any Enterprise Communication Server having standard TAPI or CSTA support

IVR Features

- Field Configurable Call Flow and Routing Algorithm
- Group wise Call Transfer – Support for Multiple Groups
- Wait Queue Management
- Optional Record Message (in case of large waiting duration) and Forward Recorded Message Immediately as E-Mail after Recording
- Situation Based Welcome Messages for Office Time / After-office Time / Holidays
- Unlimited Levels and Menu
- Database Query and Voice Re-production

ACD Features

ACD provides a Robust and flexible call distribution algorithm for optimum utilization of agent and telephony resources.

Multiple options for Routing

- Round Robin
- Longest Idle
- Agent with less no of calls
- Skill Based Routing
- Conditional Routing (Time of day, Day of Week, custom variables)
- Supports priority handling
- ANI, DNI Support
- Agent can belong to multiple groups
- Queue Status Indicator
- Supervisor assistance and monitoring

Dialer Features

Solution offers multiple dialing applications.

- Preview Dialing: Numbers are uploaded in the system. Agent will have the list of numbers to be dialed, Agent will select the number / customer to be dialed out.
- Progressive Dialing: List of numbers will be uploaded in the system and system will dial the number one by one automatically and will be transferred to an idle agent.
- Predictive Dialing: System will dial multiple numbers against one agent based on the configuration for unknown database.
- Voice Blaster (Auto Dialer) : List of numbers to be dialed is uploaded in the system. System will dial numbers and play appropriate messages for each number by fetching data from the databases. Entire operation is automated, once the numbers are uploaded on the system and dialing is initiated no, manual intervention will be required.
- Manual Dialing: Agent can enter the number in the window and dial on a click.

Voice Logger Features

- Supports IP / TDM ports
- Automatic Voice Logging for all Incoming and Outgoing Calls
- Storage on Hard Disk
- ADPCM/A-Law/ -Law and Other Compression Formats
- Advanced Call Retrieval System
- Password Based Log in
- Search Options :
 - Date/ Time
 - Campaign / Agent
 - Phone Number
 - Call Type (Incoming, Outgoing) etc.
- Retrieval/Replay Locally or Over LAN
- Play Messages by a Click of a Button

Third Party Application Integration through APIs

- Solution offers various APIs for any third party integration.
- Apart from APIs, there are certain inbuilt interfaces to integrate with any third party application for customer detail pop-up, upload dialing list for dialer etc.
- We also customize the CRM integration for quicker access of customer / transaction database.
- This enables agents to access customer or lead information swiftly without compromising on service quality.
- This in fact can also results in higher productivity per call as multiple information available through integration with customer database can be used to resolve more than one matter in a single Call.

Awards



Keep in touch

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About Motadata

Mindarray Systems Pvt. Ltd. a global IT product company, offers state of the art affordable yet powerful product suite - Motadata consisting of Network Management & Monitoring, Log & Flow Management, and IT Service Management Platforms. The platform empowers both IT administrators and CXOs to analyze, track & resolve IT operation issues

Our global customers across Telecom, Government and Enterprise domain, rely on Motadata to proactively monitor & manage their network infrastructure.

For more information, visit www.motadata.com.

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