SanCCS®
Call Center Solution

CALL CENTER SOLUTION



About SanCCS

The most advanced and widely acceptable call center solutions in the industry, today. The product has evolved a complete cycle of experiences from different industries And this has helped SAN to create a product that can be installed quickly in any environment or process. The organizations who chose to work on SAN Dialer would never opt for other product as this is most reliable, futuristic and user-friendly.industries. Call Center Software with Omni Channel integrated with Whatsapp, Facebook, Twitter, Viber etc provides Co-browsing and seamless integration with Zoho CRM, Sales Force, Freshdesk, Leadsquared, Zendesk, Pipedrive etc.

The product has evolved a complete cycle of experiences from different industries And this has helped SAN to create a product that can be installed quickly in any environment or process.

Note : This Brochure contains lots of additional modules, there are additional charges for them.

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SanCCS®
Call Center Solution

Main Features

- Automated Call Distribution
- Real Time Analytics and Report
- Multilevel IVR
- Skill Based Routing
- Seamless Integration
- Unified Agent Desktop
- Agent Performance MIS
- Thoughtful UI
- Click to Call Integration
- Customer Service
- Self Designable Web Based CRM
- 3rd Party CRM Integration
- Sticky Agent
- Auto Call Back
- Agent Briefing
- Missed Call Auto Call Back
- Drag n Drop Screen Designer
- Data Manual/Auto Churning

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Highlights



DIALING MODES –

- Progressive
- Predictive
- Manual
- Preview

WHATSAPP INTEGRATION

IVR –

- Multi Process
- Time Conditions
- Voice Mail
- Call Forwarding
- Call Barging

E-MAIL & SMS INTEGRATION

IVR BLAST

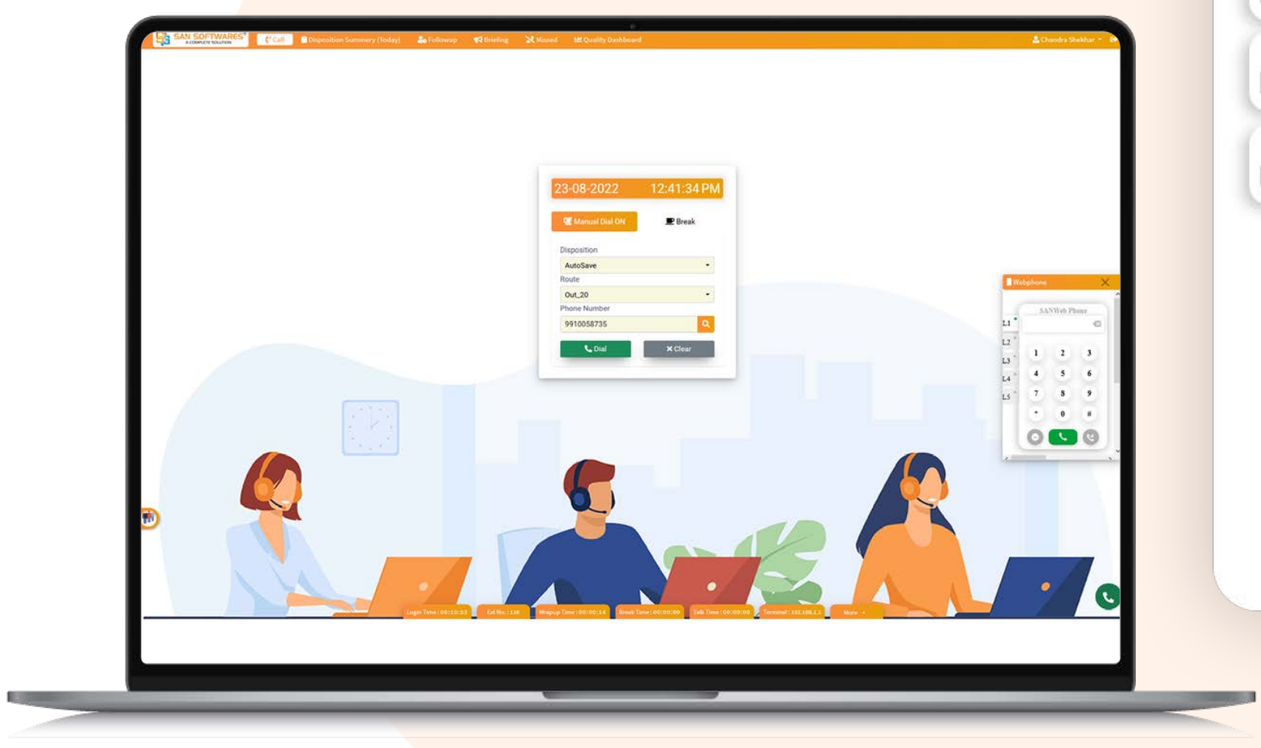


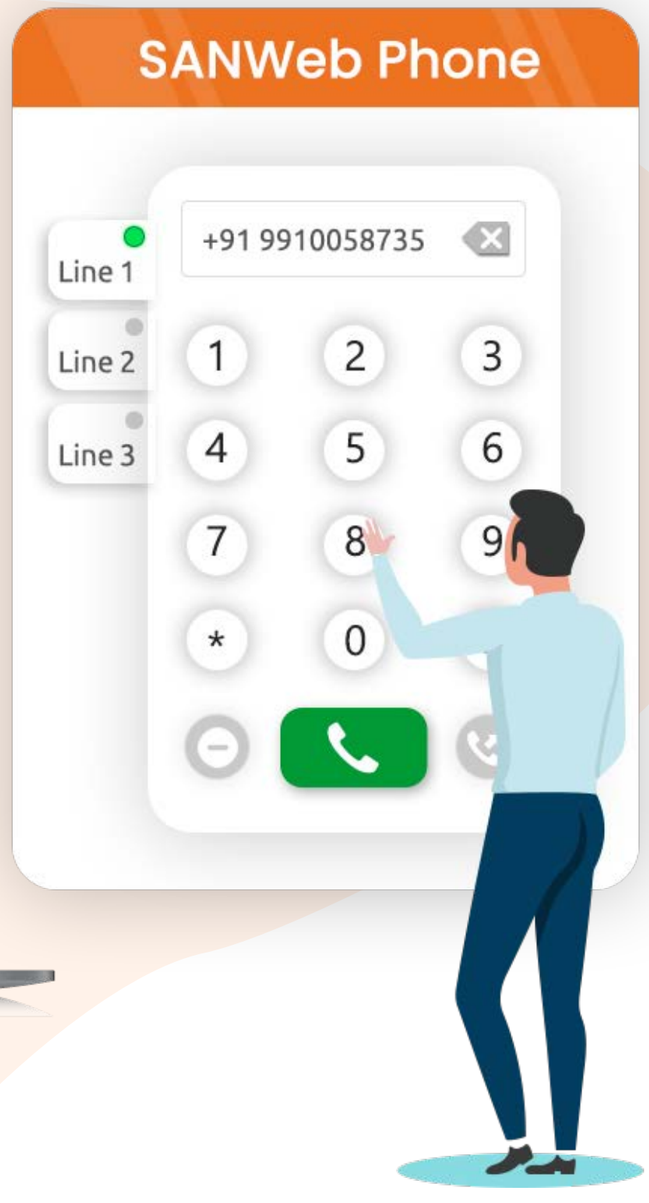
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Highlights

WEBPHONE ENABLED -

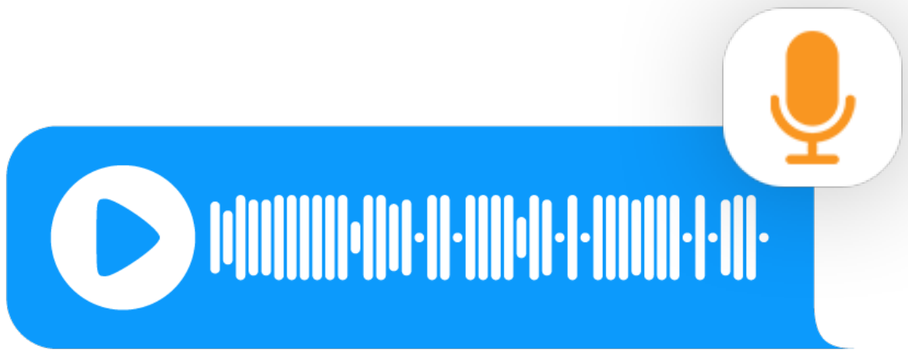
- Configurable DND Button
- Configurable Hangup Button
- Configurable Auto-Answer Button
- 0 Installation
- Auto Configure
- Multi OS Support





RECORDING -

- 100% digital call recording
- Recording Clarity



CRM -

- Online Agent Monitoring
- Caller ID Popup
- Unlimited Processes
- Provision to export in excel with user rights
- Dashboard Templates with user rights

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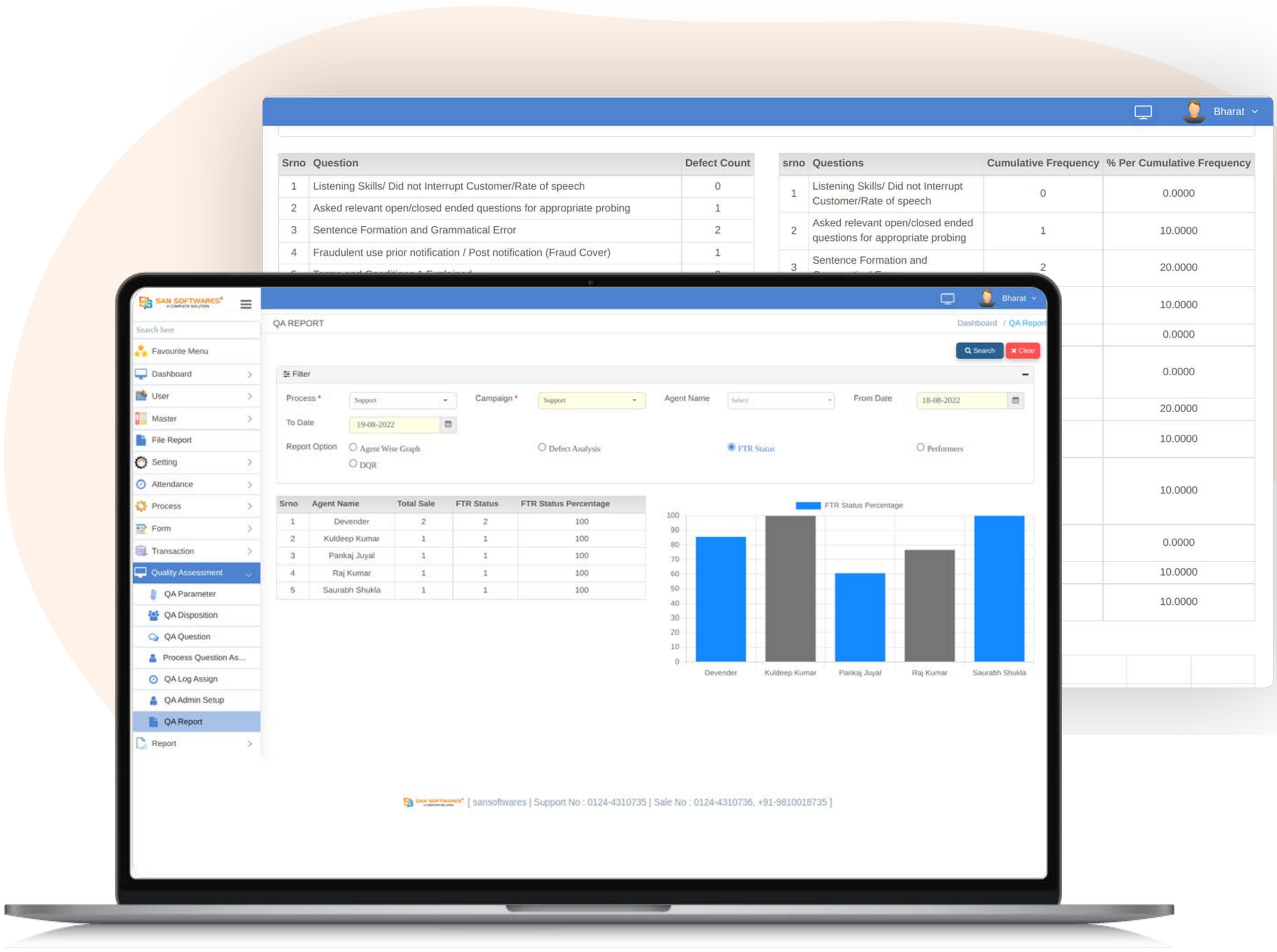
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Highlights

QA MODULE -

- Live Monitoring
- Agent Wise Productivity Dashboard
- Dynamic Disposition with colour coding
- Case Assignment Tool with Filtration
- Agent Option to Approve or Reject
- Display Multiple Recordings on Audit Form
- Dynamic Case Status
- QA Team Hierarchy Management
- QA Manager/ TL/Agent Dashboard
- Campaign Wise Question Selection
- Display Agent Score on Agent Panel
- Dynamic Question with Fatal / Non-Fatal



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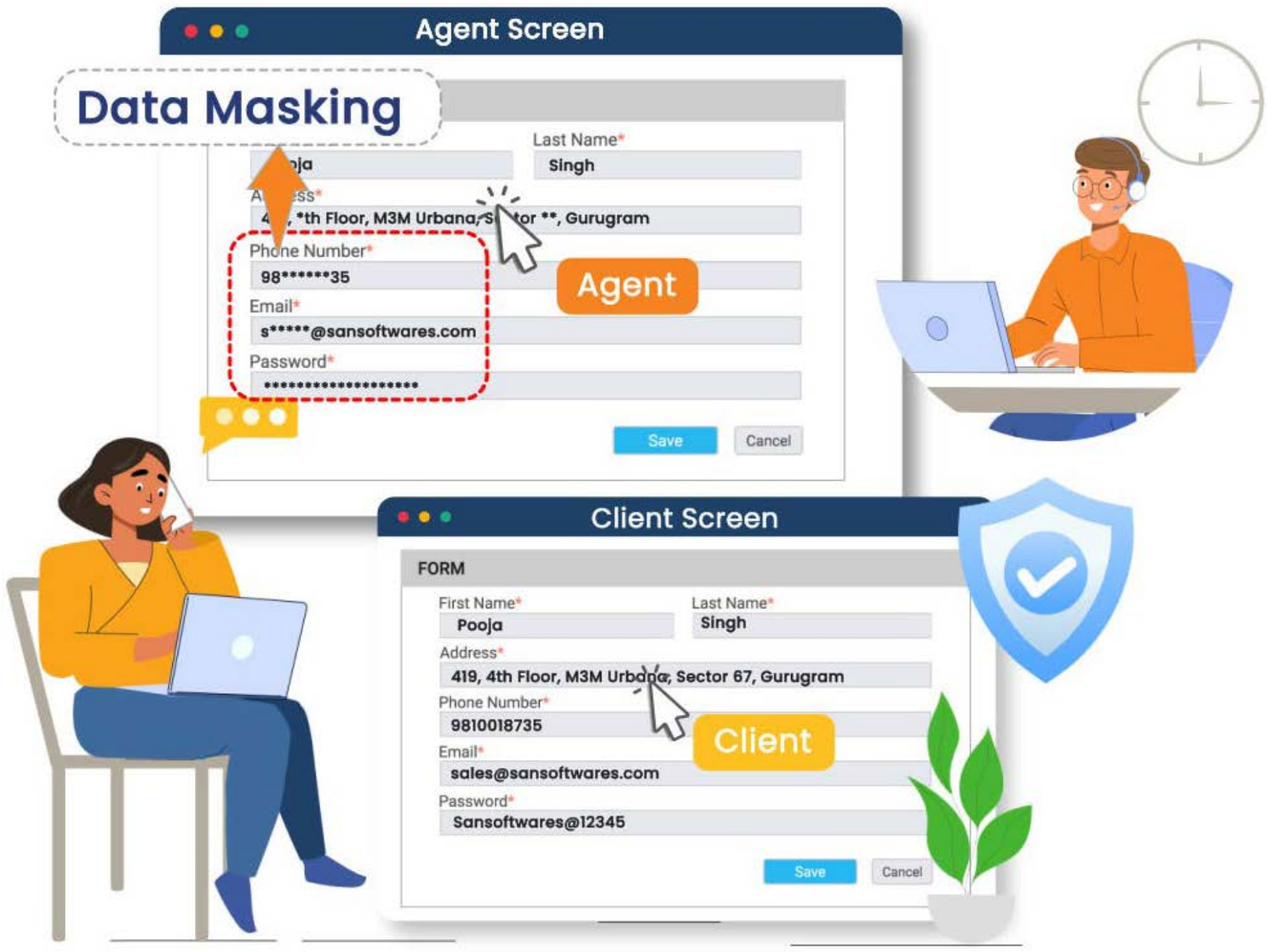
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Highlights

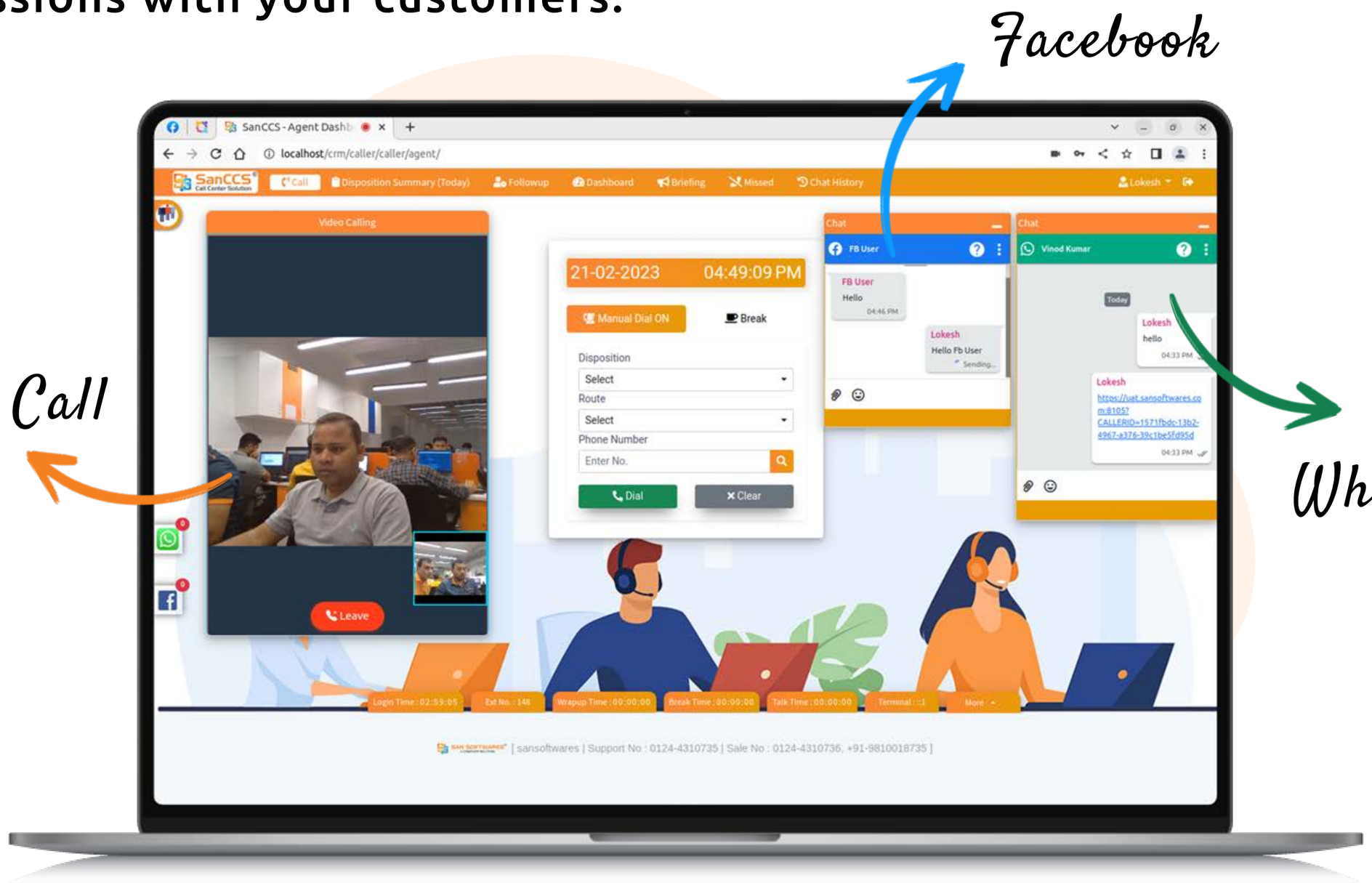
CO-BROWSING-

It is a visual engagement technology that allows multiple users to browse and control the same web page.



VIDEO CALLING-

SanCCS Provides Live Video Chat platform to have real-time face to face discussions with your customers.



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Features

- Remote Extension
- Remote Barging
- Automated Attendant
- Blacklists
- Blind Transfer
- Call Detail Records
- Call Transfer
- Call Monitoring
- Call Conference
- Call Routing
- Music On Hold
- Music On Transfer
- Remote Office Support
- Roaming Extensions
- Route by Caller ID
- SMS Messaging
- Disposition Based Trigger (SMS/Email/ WhatsApp/Call Back)
- iFrame Integration
- Auto Wrapup
- SMS/Email/WhatsApp Templates
- Dynamic Reports
- Dynamic Dashboard

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SanCCS®
Call Center Solution

Integrated with 3rd party CRM

sugarcrm

salesforce

freshdesk

NoPaperForms

HubSpot

vtiger

zendesk

pipedrive

Microsoft Dynamics 365

leadsquared

ZOHO

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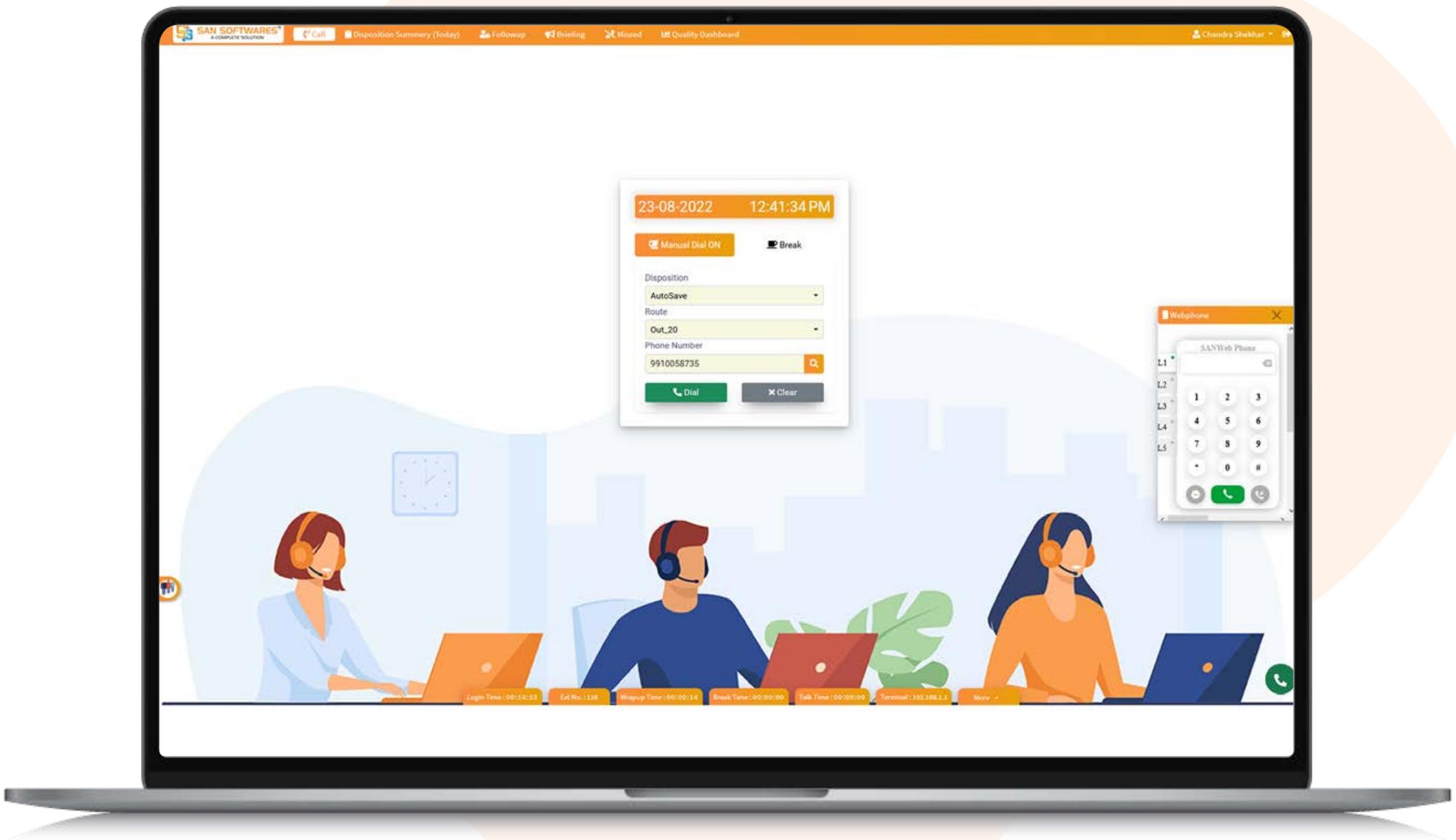


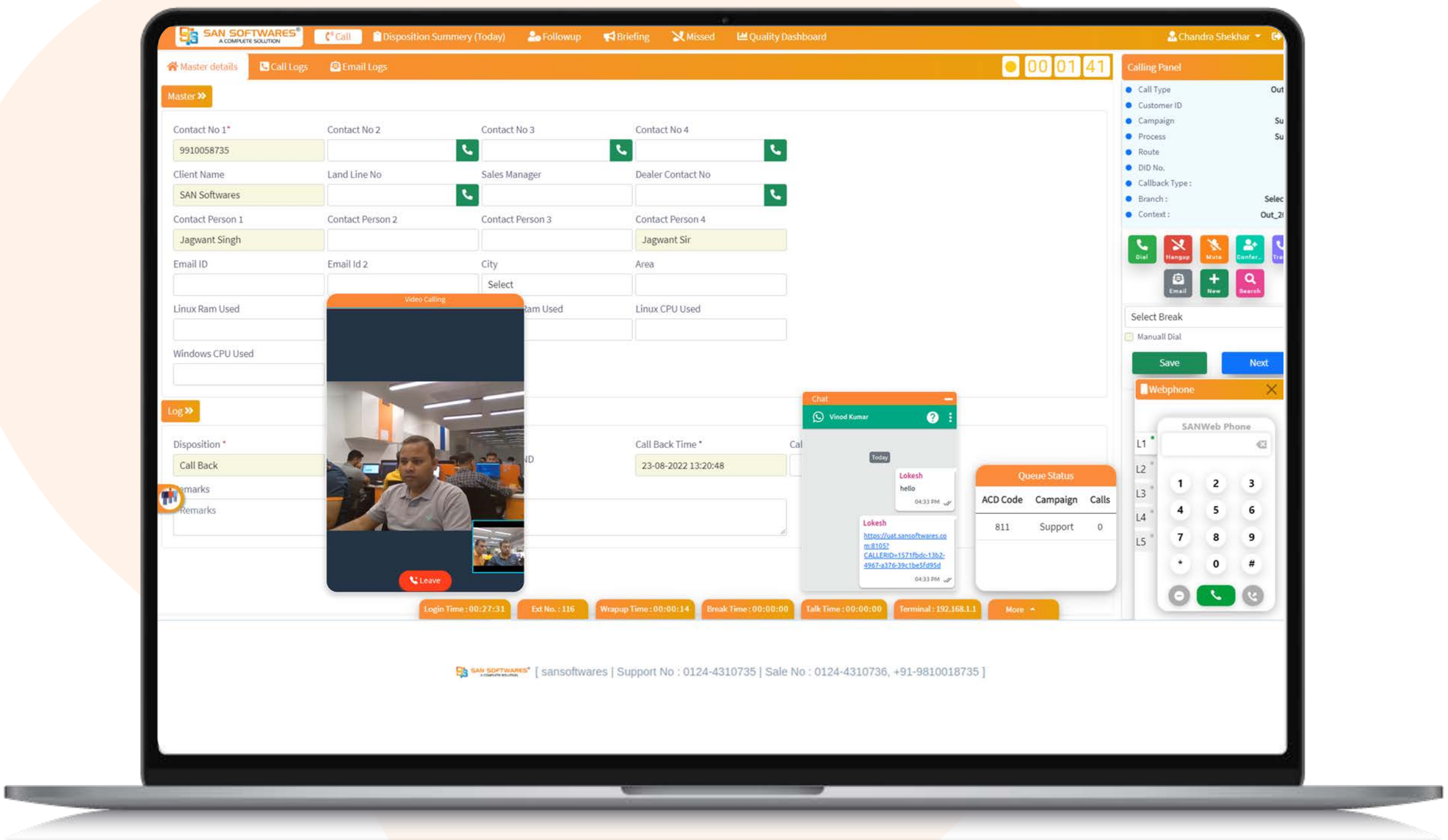
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Agent Screen





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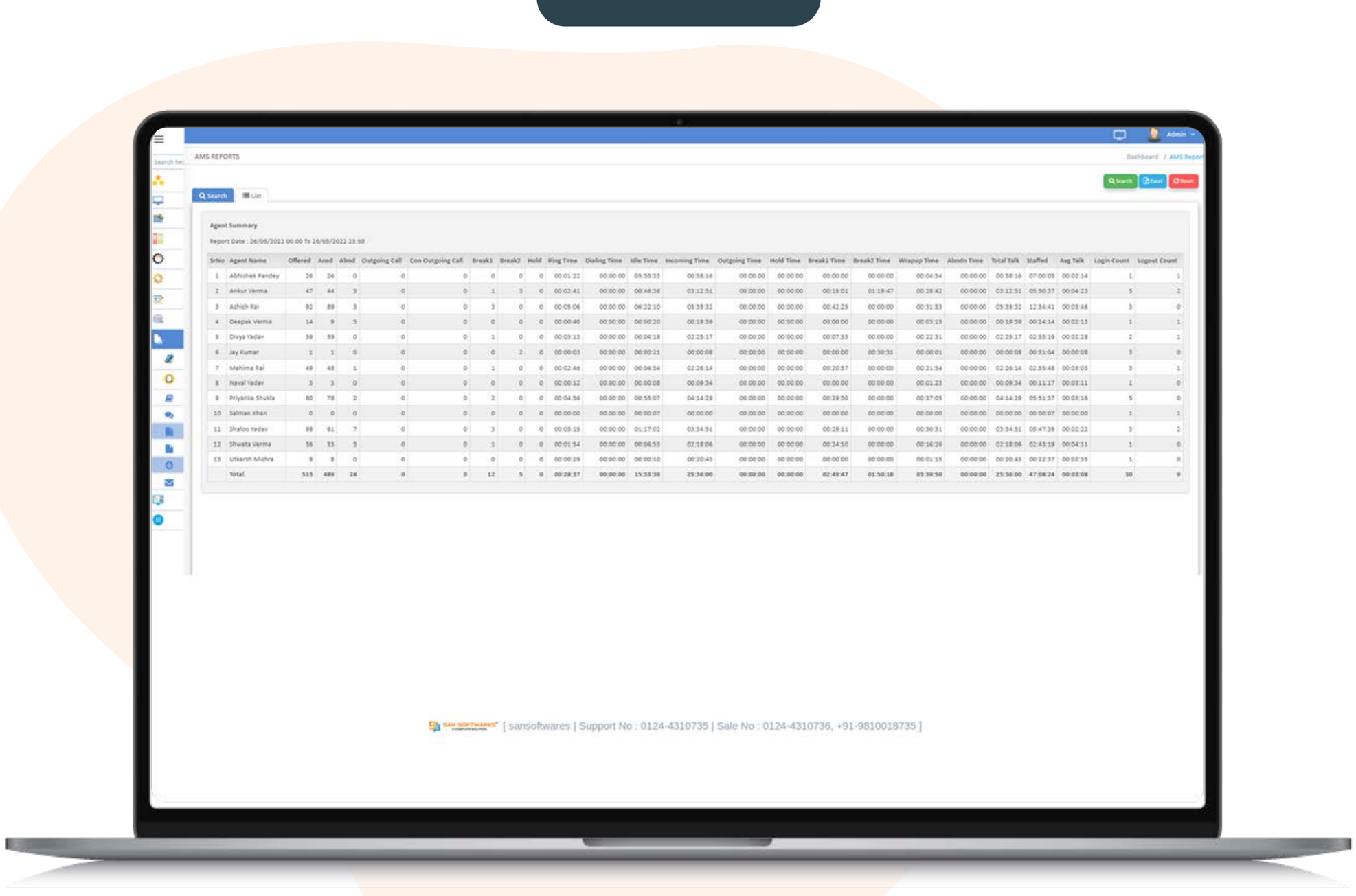
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Admin Dashboard



AMS

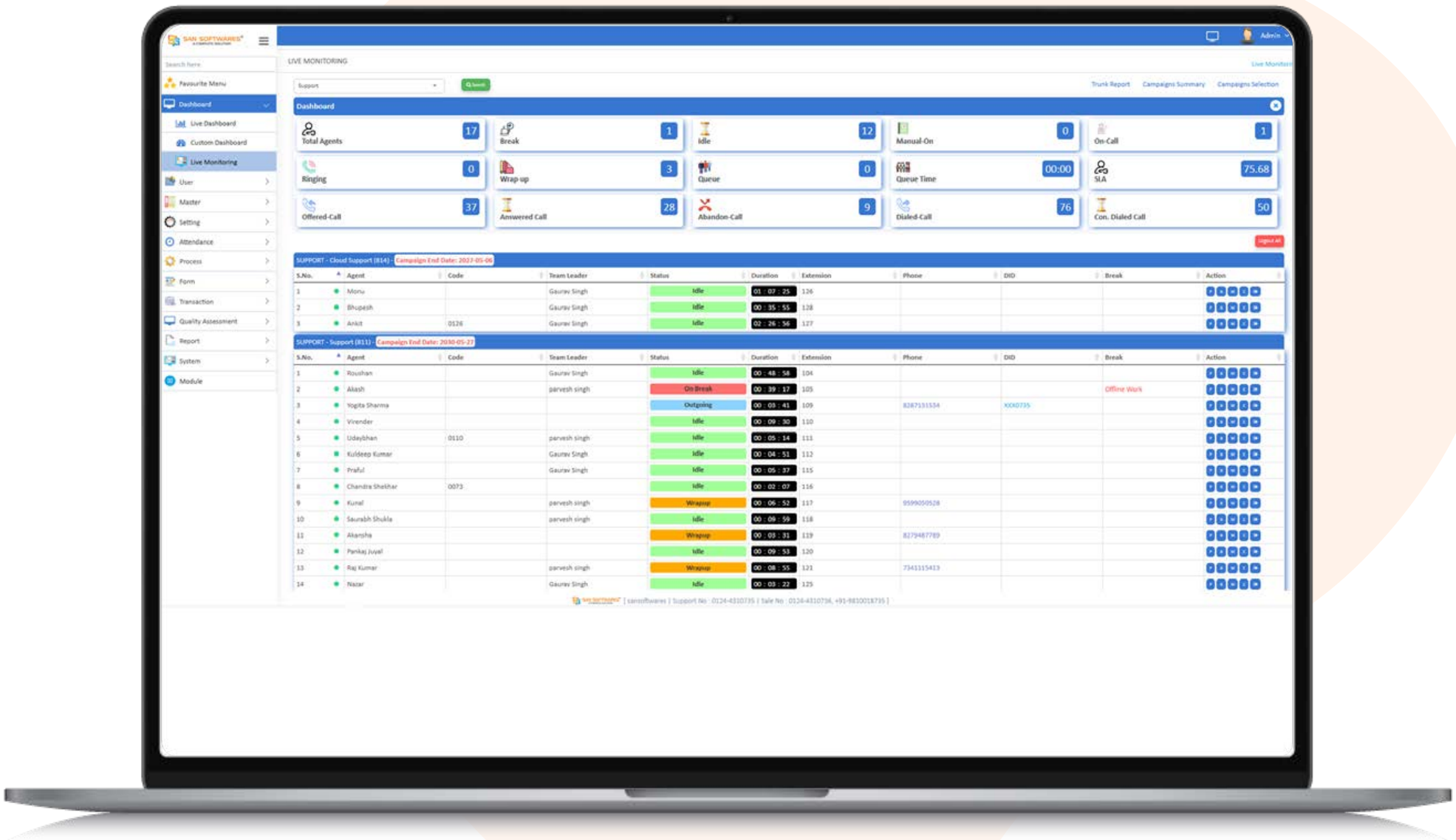


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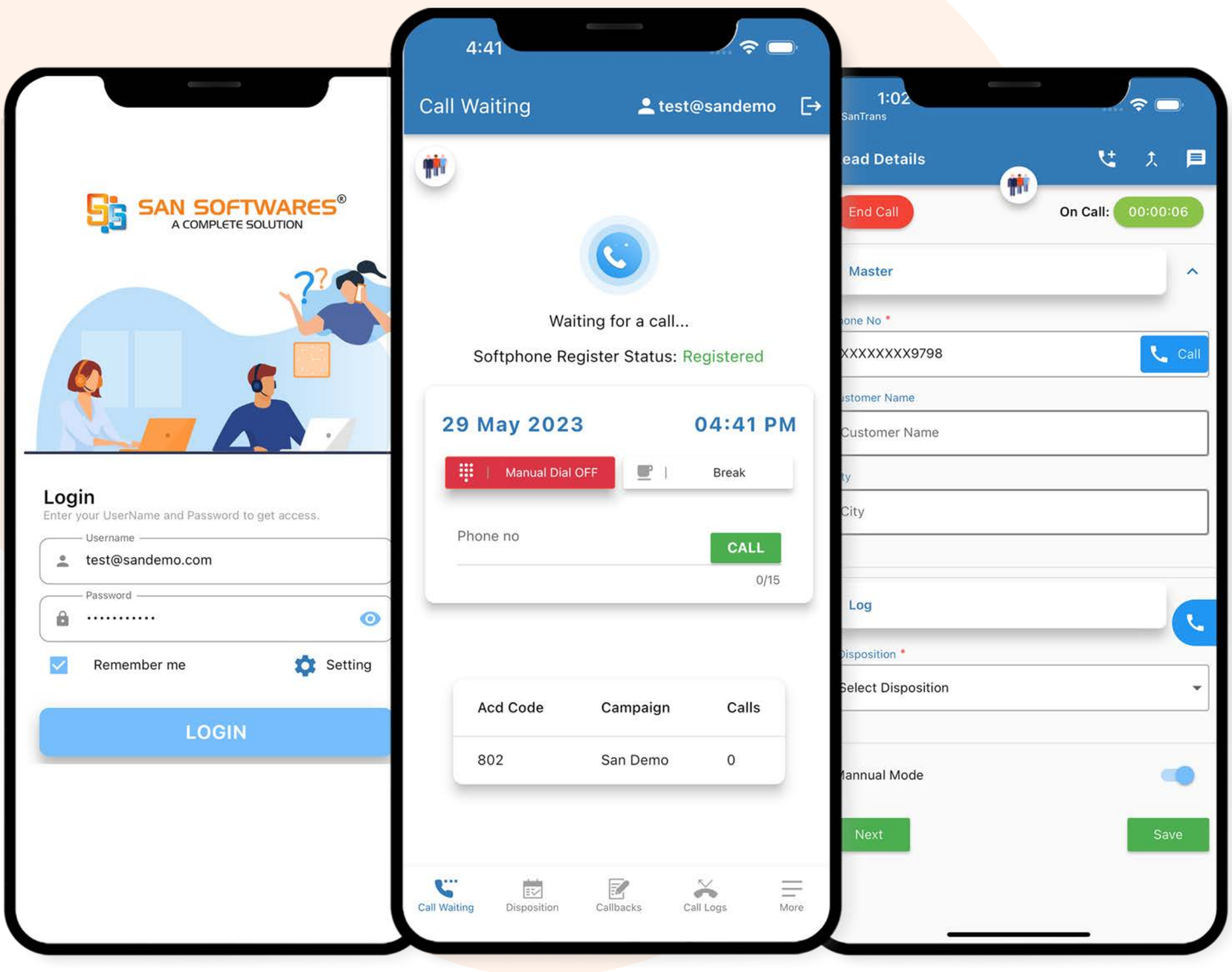
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Live Monitoring



Mobile App

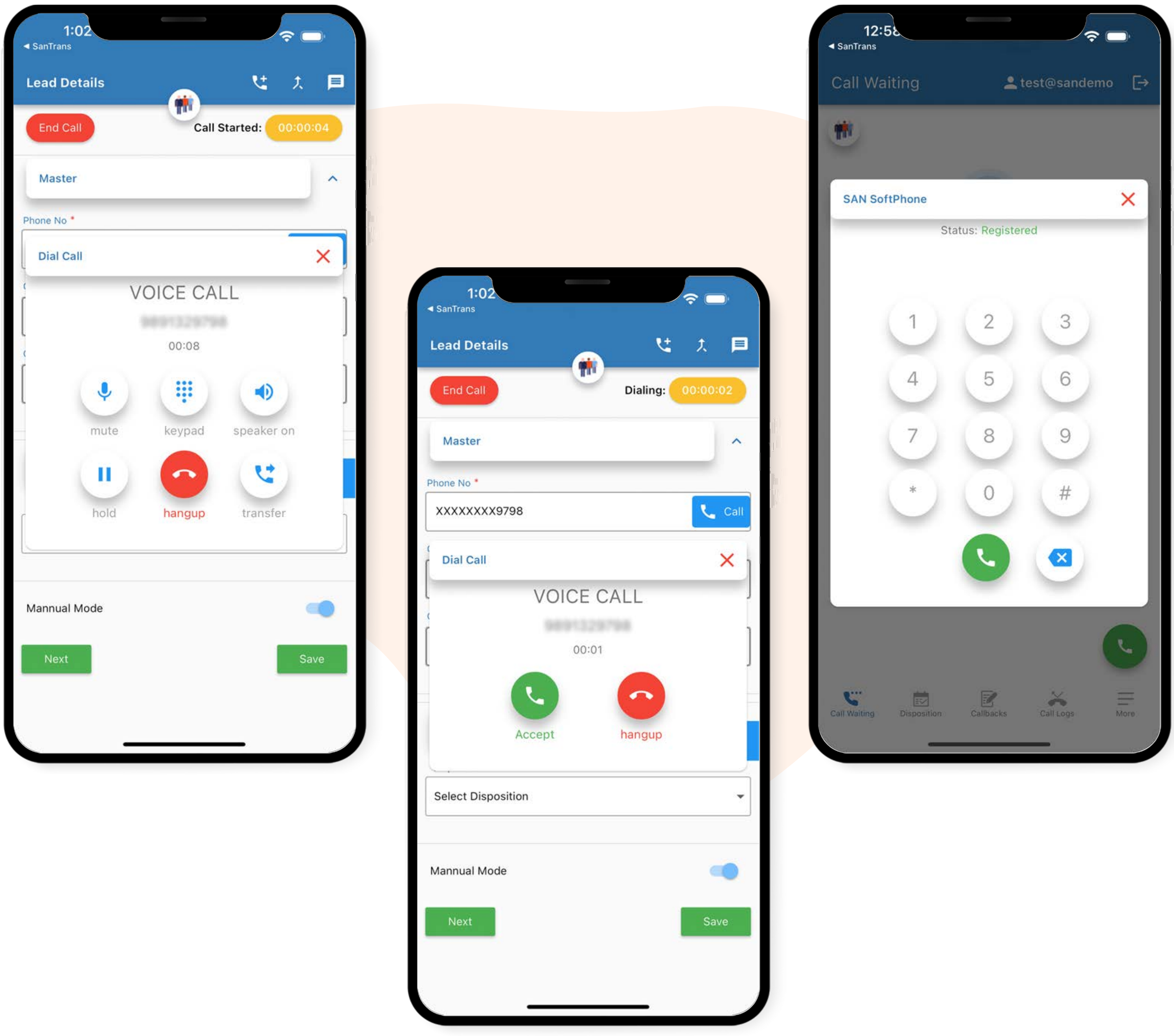


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Mobile App



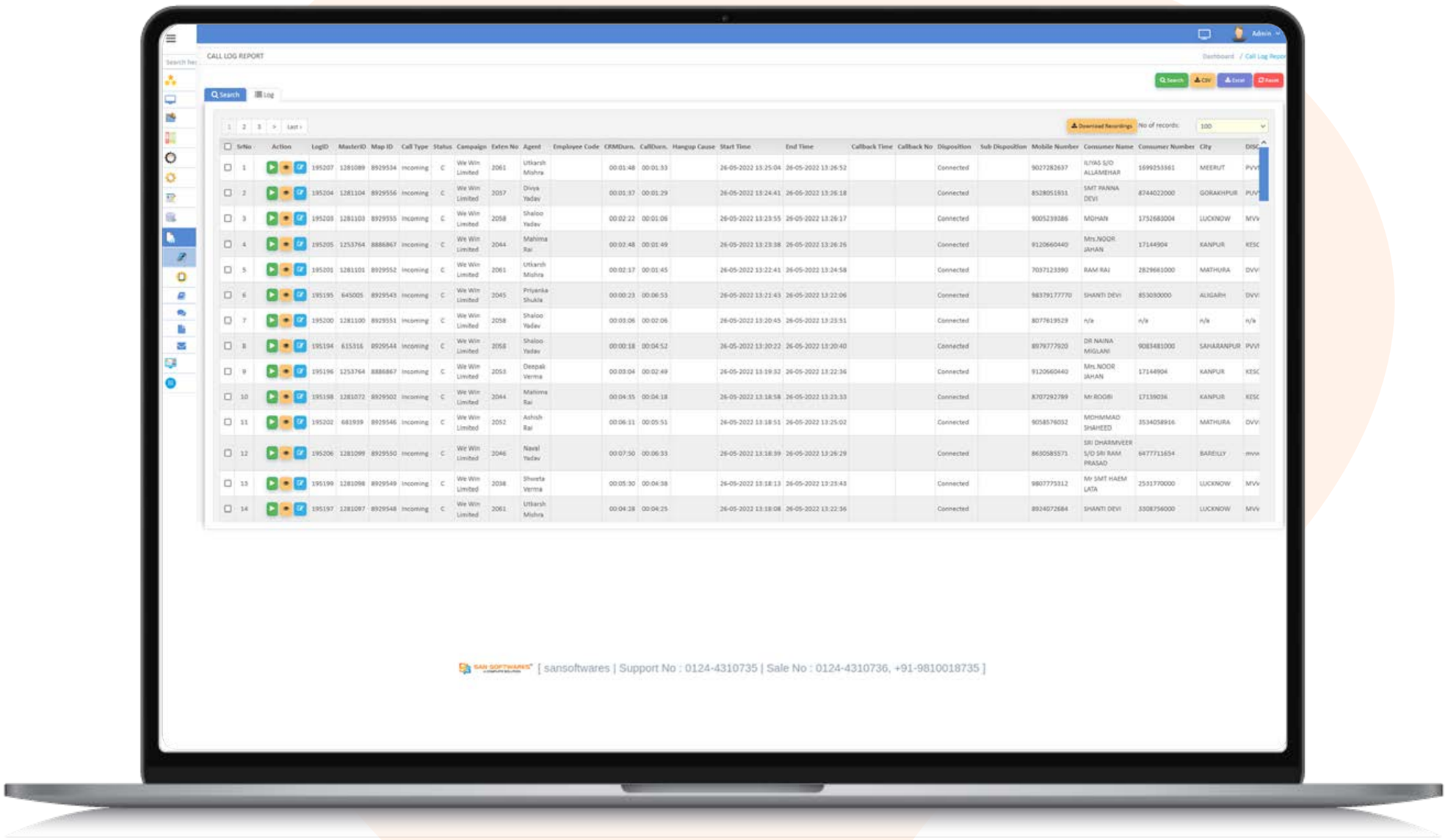
Available for Apple and Android

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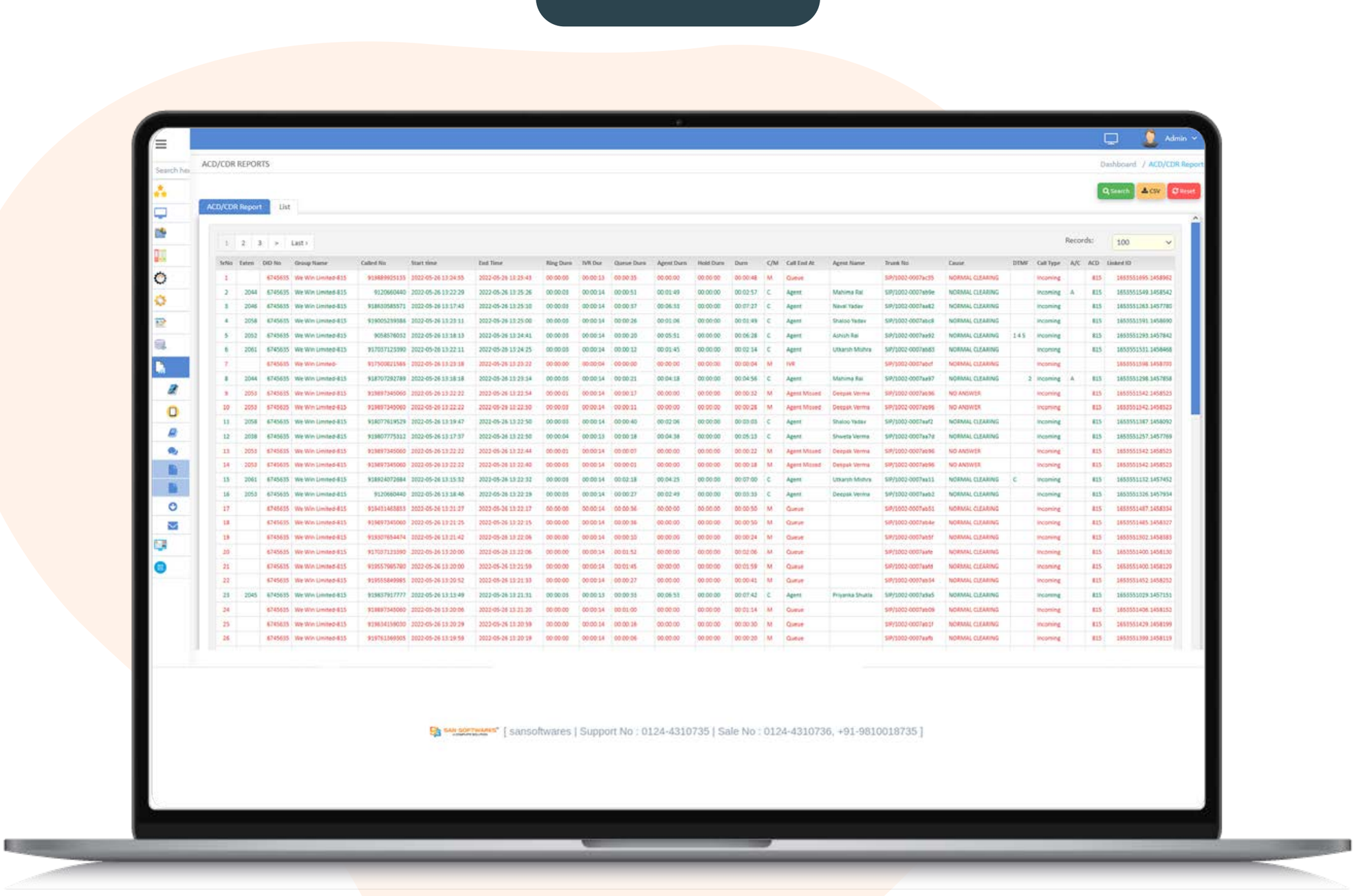
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Call Logs



CDR

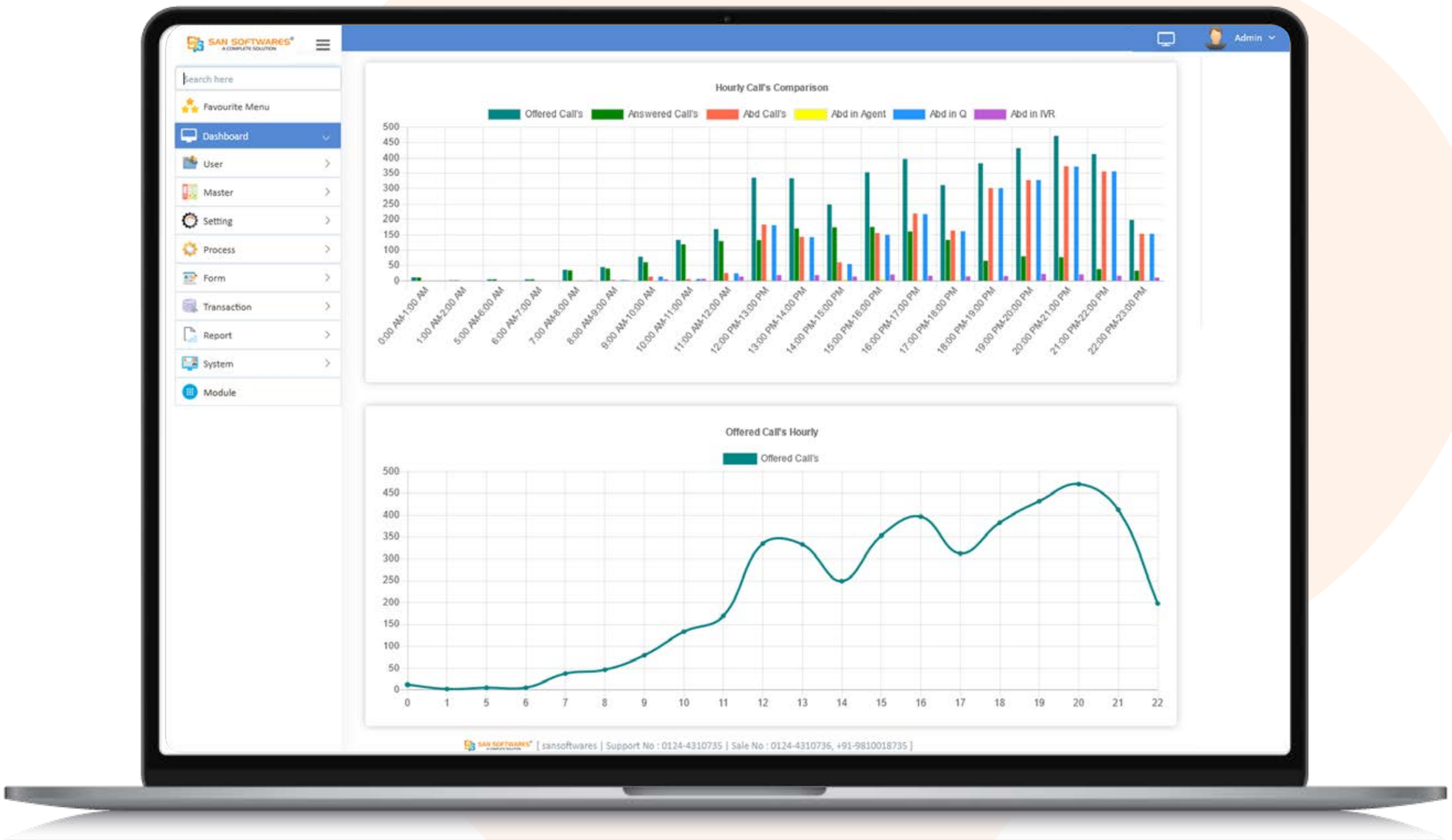


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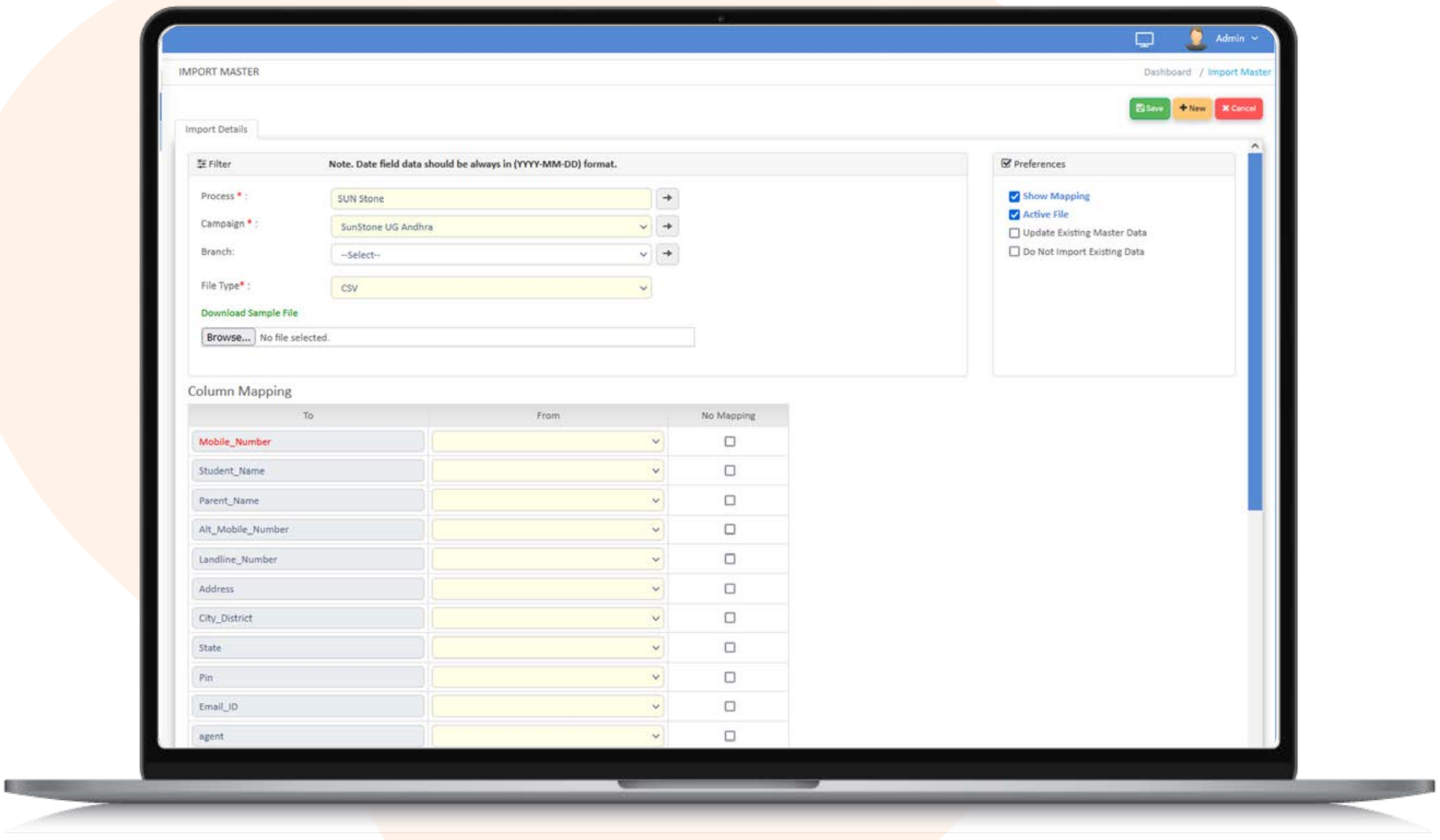
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Custom Dashboard



Import Data

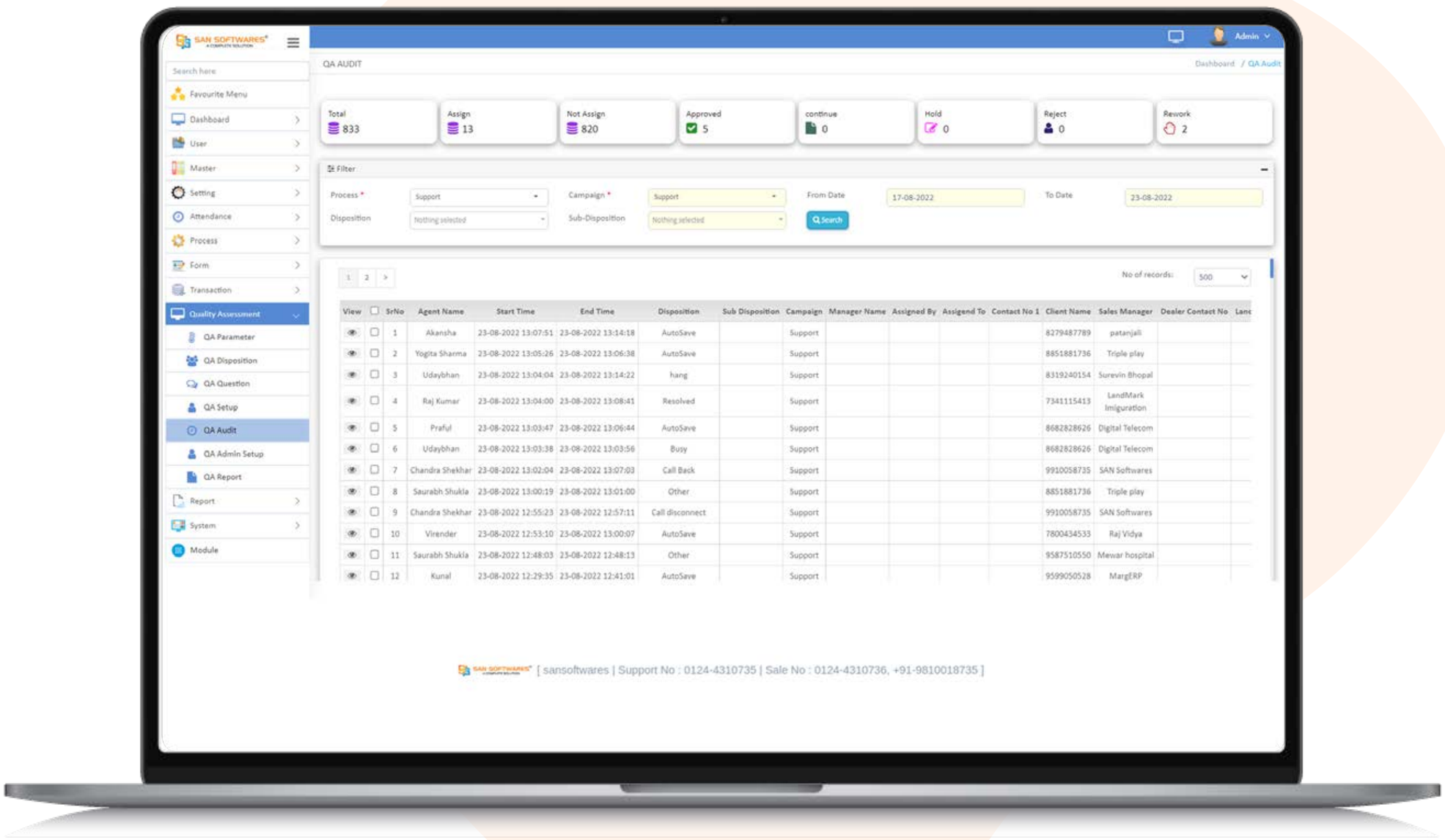


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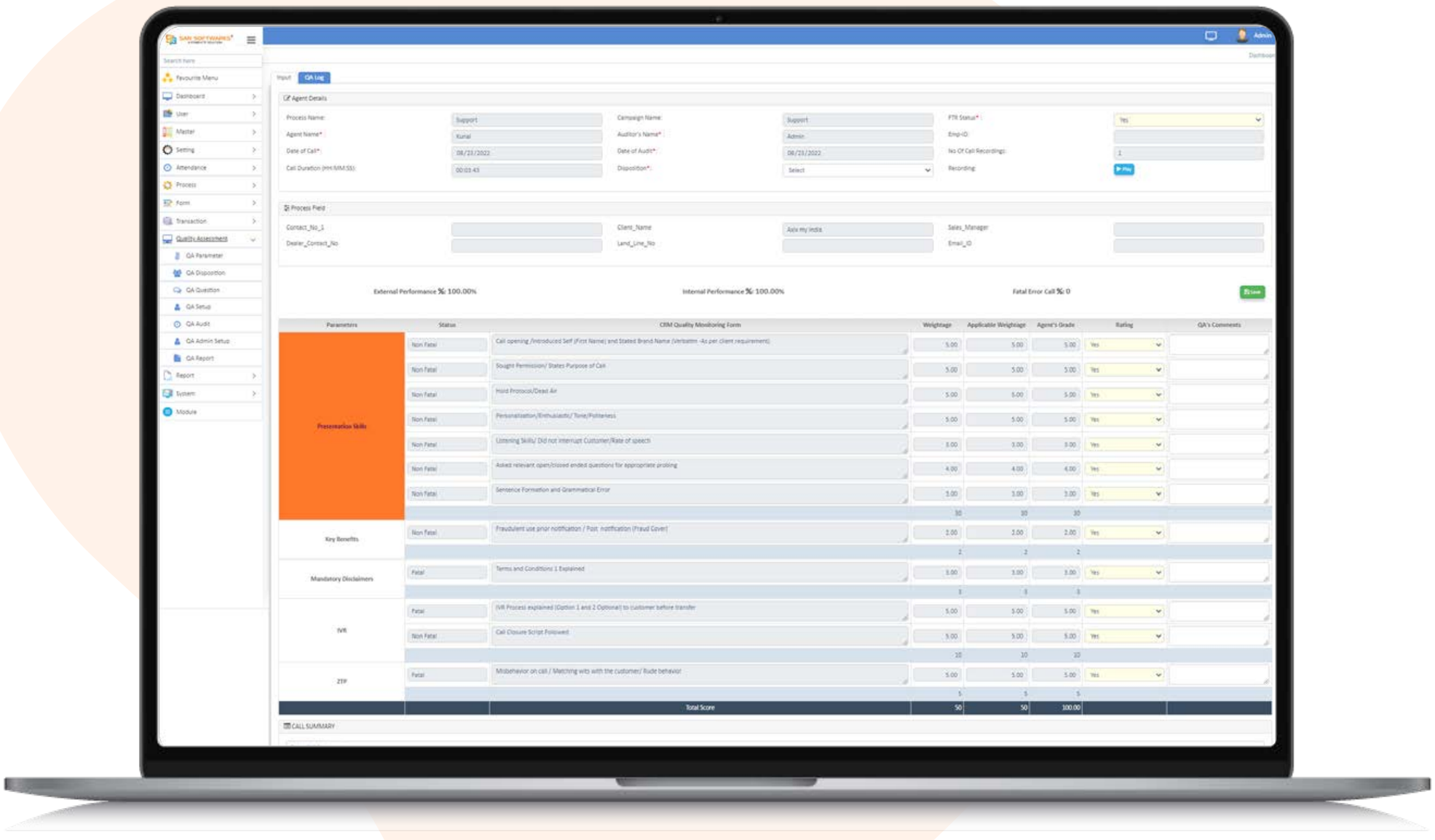
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QA Dashboard



QA Audit Form



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Our Valuable Clients

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INDIAN RAILWAYS
IRCTC

CM Helpline
Punjab

TOURISM DEPARTMENT
MADHYA PRADESH

indiamart

fnp

makemytrip

EBIX CASH via .com

Global Assistance
Allianz

IFFCO KISAN

My MUDRA

mBnk

MAX Healthcare

Aakash Healthcare
Super Speciality Hospital
We care, He cures

Park Hospital
Group of Advance Super Speciality Hospitals

PATANJALI

TriplePlay

ilbs

CODING NINJAS
#skillforlife

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we win

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Thank you!