



# NG-IPCC contact center

**NG-IPCC Contact Center & Telephony** software is your all-in-one solution that provides cost savings, improved customer satisfaction, and increased sales & support productivity. Deployed as web-based application by java programming language, simply plug in a headset and login through browser, no software or APIs are needed. NG-IPCC supports voice, email, fax, chat and SMS for inbound and outbound.

## Features

- ✓ Multichannel Communications
- ✓ Integration with CRM
- ✓ Online Monitoring
- ✓ Reporting
- ✓ Automatic Call Distribution
- ✓ Skills-based Routing
- ✓ Shift & Scheduling Management
- ✓ Campaign Management
- ✓ Call Hold, Transfer, Spy & Recording
- ✓ Agent Activity Tracking
- ✓ Voicemail







Inbound	Agent Apps	Outbound
<p><b>Inbound</b></p> <p>Interactive IVR Automatic Call Distribution Skills-based Routing Music or Ads On Hold Queuing Dial by Extension</p>	<p><b>Agent Apps</b></p> <p>Soft Phone Call Hold Call Transfer Call Recording Agent Instant Messaging Call Wrap up Real-time Statistics</p>	<p><b>Outbound</b></p> <p>Campaign Management IVR/Voice Broadcasting Click-to-Dial</p>

Management Apps		
<p>Call Recording Supervisor Barge-in &amp; Whisper</p>	<p>Real-time Agent &amp; Queue Statistics Shift &amp; Scheduling Management</p>	<p>KPI Management Live Wallboard Live Reporting</p>

<p><b>Reliable</b></p> <p>Designed and developed by seasoned telecommunication and IT experts, our 99.995% uptime along with our global technical support provides the ease of mind for you to scale and grow your business .</p>	<p><b>Scalable</b></p> <p>Our Contact Center and telephony product scales from 4 to 256 agents on a single box and can be clustered to achieve higher capacities. The low footprint of our system enables us to achieve these sizes with a cost effective infrastructure.</p>	<p><b>User Friendly</b></p> <p>With our simple-to-use, browser-based application, agents quickly adapt to using NG-IPCC and manage all inbound &amp; outbound communications without ever having to navigate away from their browser.</p>	<p><b>Cost Effective</b></p> <p>NG-IPCC as a Contact Center and telephony platform with an unrivaled footprint offers the lowest cost of ownership that nobody in the region can compete with. This state of the our product with full set of features can decrease your CAPEX to fraction of competitors.</p>
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## Why NG-IPCC Contact Center?

Because today's customers need to feel valued and supported across all channels. NG-IPCC Contact Center uses automatic contact distribution to ensure your customers reach the right agent to solve their problems. With our contact management software, you can:

**Improve your customer service** - Skills-based routing means callers experience quicker, more efficient service

**Measure and manage your team** - Judge their performance on a daily basis with customised reports and KPIs

**Keep your customers satisfied** - The Callback feature means customers who are unable to hold can leave a message and receive a call back

**Deliver multimedia easily** - Multimedia Queuing delivers all your communications to your agents in the familiar way calls are delivered and prioritised

**Motivate your team** - Dynamic wallboards and dashboards encourage healthy competition between agents with performance levels displayed in real-time