



Dataworks CX Solutions

Is your Contact Center going through this?

High call volume has become a pain instead of an advantage.

Difficulty channeling calls from certain types of customers.

Changing the phone scheme takes a long time.

Adding agents requires a second thought because of licensing costs.

Expanding your channels of interaction with customers becomes complicated.

You have no idea how agents treat customers online.

We offer you:

A completely managed solution in the cloud, with no maintenance requirements, as well as free of security costs, license costs per user, software or hardware upgrades, and other costs associated with on-premise structures.

A solution that allows you to manage varied volumes of interactions with customers using all the means or communication channels available at the moment. You will be able to take advantage of all the available channels to establish a relationship with the client beyond a sale or service, in a centralized way.

A solution focused on providing an optimal service experience, providing the customer with a friendly interaction during their communication with the agent, while providing the agent with the appropriate tools to provide quality service. Availability of real-time call monitoring tools including call recording and analysis of customer mood to assess agent staff performance. Security, reliability, growth and cost reduction are guaranteed. A Solution capable of scaling according to the immediate needs of the business or the operation of the company, offering cost reduction.



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We Have the Right Solution for Your Contact Center

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Main Features	Call Center	Contact Center	Customer Engagement Center
Multiple call flows based on customer needs	■	■	■
Return of calls and voice mail, to manage calls outside business hours.	■	■	■
As many users as you need without additional costs.	■	■	■
Implementation of Chat as a communication channel from a website or social network.		■	■
Implementation of Chatbots with natural language for customer self-service.		■	■
Omnichannel voice, SMS and Email communications.		■	■
Integration with WhatsApp and Facebook applications.		■	■
Integration with CRM applications: Salesforce, Zendesk and Kustome			■
Possibility of creating cases and monitoring them.			■
Integration with the ITSM/ITOM Jira application.			■
Sentiment analysis to assess customer service trends and compliance.			■
Functionality to provide agents with the required documentation and information when interacting with the clients.			■
Functionality to centralize all available customer information in order to provide personalized services.			■

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*With more than two decades of
successful experience
implementing technology
solutions, we are ready to
help.*

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