



Product: Telephone Integration

Konntact's Telephone Integration is a comprehensive solution for businesses looking to streamline their customer communication. Our solution integrates your phone system with other communication channels such as email, chat, and SMS, allowing for a seamless customer experience. By using telephone integration, businesses can track and manage customer interactions across all channels, providing a more personalized and efficient experience for the customer.



Konntact's Telephone Integration is an essential component of omni-channel customer engagement. Our solution provides a comprehensive and effective way for businesses to streamline their customer communication, improve customer service, and enhance business efficiency. With features such as IVR, call routing, and call analytics, Konntact's Telephone Integration is the perfect solution for businesses looking to optimize their customer communication.

Benefits:

Improved Customer Service - With Konntact's Telephone Integration, businesses can provide a more personalized and efficient customer experience, improving customer satisfaction levels and reducing churn.

Streamlined Communication - Konntact's solution integrates all communication channels, allowing businesses to manage customer interactions seamlessly, improving response times, and reducing the likelihood of customer frustration.

Enhanced Business Efficiency - Konntact's call analytics provide valuable insights that businesses can use to optimize staffing levels and improve overall call handling efficiency, ultimately reducing costs and improving business performance.

Features:

VR (Interactive Voice Response) - Konntact's IVR feature allows businesses to create a customizable menu system for their customers, enabling them to interact with your business and get the information they need quickly and efficiently.

Call Routing - Konntact's call routing feature ensures that customers are always directed to the right department or agent, improving call handling times and reducing wait times for customers.

Call Analytics - Konntact's call analytics provide businesses with valuable insights into call volumes, peak call times, and call duration. This data can be used to optimize staffing levels and improve overall call handling efficiency.