



<https://www.trusted-cloud.de/de/cloudservices/2228/Multichannel-ACD>

Optimize your customer service – With the Multichannel Automatic Call Distribution (ACD)

Digitalize your sales and service processes

The customer service is your company's flagship. The crucial factors are availability, a consistent customer experience across all communication channels, and high efficiency. As Germany's market leader for service telephony and value-added services, we offer the Multichannel ACD, a future-proof solution from the cloud: The Multichannel ACD supports the qualified, cross-site distribution and processing of calls, emails, text chats, WhatsApp messages, and much more – ensuring that important customer requests are always sent to the right processor and that waiting times are minimized. This web-based solution can be combined with many other options and easily integrated with your existing CRM system. As a result, you not only benefit from using a standardized user interface, but also consolidate all the important parameters for transparent customer data management. Additional sites and even home office workplaces can be incorporated in the distribution processes quickly and easily. What's more, your incoming channels can be seamlessly combined with national and international service numbers. Fully integrated in Deutsche Telekom's network, Multichannel ACD gives you a high-availability, redundantly designed solution with maximum reliability.



LIFE IS FOR SHARING.

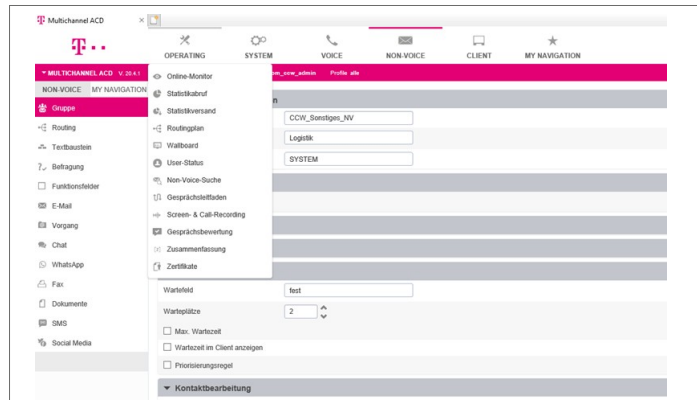
Optimal conditions – For you and your customers

Also
available
as an
on-premise
version

The Multichannel ACD makes work easy for you and your employees, ensuring smooth customer contacts in mere instants: thanks to AI (artificial intelligence), bots can answer customer questions immediately, around the clock. The faster handling of standard transactions relieves your agents of time-consuming routine tasks.

More performance for more service

- **Seamless connectivity to Salesforce and Microsoft Dynamics:** Integrated contact processing, routing, and campaign management (in a single application)
- **Detailed statistics:** Provision of important information and key figures
- **Call Flow Designer:** Convenient display and management of ACD routing in a web-based interface
- **TAPI/VoIP:** Existing TC equipment can be integrated via TAPI, while voice-over-IP gives you the freedom to select from a wide variety of solutions



Many add-on options

- Professional Client and Professional Client VoIP Outbound-Manager: For efficient interactive voice response campaigns: automatic call pre-qualification via voice portal
- Integrated email management: Written inquiries can be classified, distributed, processed using predefined text blocks, and sent
- Screen & call recording/silent monitoring: Ensure the quality of your customer service
- Customer feedback: Manual or automated customer surveys by phone or email
- Messenger: Tool for automatic single or mass dispatch of messages over all contact channels
- Cockpit: Flexible monitoring and statistics tool
- Live support manager: Text chat, video chat, and co-browsing
- Language analysis: Extensive options for language analysis to boost productivity
- Artificial intelligence: Use of AI solution modules to reduce employee workload
- Unified desktop: Process relevant customer data from a variety of sources directly in Professional Client Web

Your benefits

More capacity at lower cost

The cloud-based Multichannel ACD lets you integrate multiple sites and even WFH workplaces easily. And you only pay for what you need.

One solution to manage them all

The Multichannel ACD not only distributes incoming calls, but also emails, faxes, short texts, voice mails, letters, and processes. Facebook posts, tweets, and (video) chats from the company website can also be included in the routing definitions and processed accordingly.

Quick implementation, no risk

The solution makes sure you gain time: thanks to its low technical requirements, it can be rolled out in nearly no time at all; demonstration access can be granted immediately. The Multichannel ACD is expandable as needed and can be seamlessly combined with existing TC equipment and external systems such as Salesforce. Service, updates, and support are included.

End-to-end concepts from a single source

You will have a contact person at Deutsche Telekom for all offer preparation, consulting, contracting, and project management matters during the planning, implementation, and operating



Contact

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