

OpsCentral Voice

The Next Generation Cloud Contact Centre System

OpsCentral Voice is an award winning cloud-based contact centre suite that empowers your business to communicate with your customers effectively for best-in-class customer experience.

OpsCentral Voice provides complete call centre functionalities like IVR, voice logging, skill-based call routing, screen pop, outbound dialer, callbacks and many other features to help you create excellent customer service experience. It eliminates high capital expenditure on PABX and systems in traditional call centres. Implementation lead time is reduced to mere days. SMEs and MNCs looking to set-up customer service centres can do so almost instantly. Calls are delivered via VoIP and the entire platform runs on standard browsers like Internet Explorer or Google Chrome with agents being able to log-in remotely from virtually anywhere.

Creating Brilliant Connections

OpsCentral Voice allows you to connect seamlessly with your customers while also keeping your connection with us intact.

OpsCentral Voice is a solution designed and developed inhouse by Innovax Systems where technical supports and upgrades have never been made easier. We provide excellent 24/7 support service.

- Inbound
- Outbound
- Interactive Voice Response (IVR)
- Quality Management
- Instant Messaging
- Report

Professional Package

- ★ IVR with Drag-and-Drop Flow Designer
- ★ CTI - Screen Pop, Call Control, VIP Routing
- ★ Call Scripting & Call Recording
- ★ Real Time Statistics
- ★ Complete Data & Summary Reports
- ★ Custom Music-on-Hold
- ★ Listen/Whisper/Barge-In
- ★ Call Back Manager

FREE Added Features

100% Call Recording
Post Call IVR Survey
Fibre Connectivity For Voice



For more details, visit www.innovax.systems or call/WhatsApp us at:

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