

OpsCentral - WhatsApp

Instant Messaging for Contact Centres

OpsCentral-On-Demand is an award winning cloud-based contact centre solution that includes complete contact centre functionalities like IVR, 100% call recording, skill-based routing, CTI, real-time statistics, comprehensive reports and many more.



OpsCentral-on-Demand has included one of the most popular cross-platform instant messaging service – **WhatsApp** into the system, allowing Customer Service Officers (CSO) to service their customers via WhatsApp chat, increasing CSO's productivity and customer satisfaction.



✓ Wrap Up

Enter remark and wrap up information about chat session

✓ Session-based Chats

Customer-initiated chats handled by multiple CSO simultaneously

✓ Auto Routing

Route chat sessions to CSO with appropriate skill-sets

✓ Many-to-Many communications

✓ Trace

Search for and display past chat sessions

✓ Reports

Get insight to time customer spent waiting before chat is "answered" (SLA), chat time and handling time.