Get Started!

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Cloud Contact Centre Solutions

Endless
Possibilities

Transforming Business Interactions with
OpsCentral

Designed by Innovax Systems to help contact centres with a simple and powerful omnichannel solution, OpsCentral brings a complete solution to handle all aspects of communication with your customers, with no hiccups, allowing contact centres to have a consistent and high-quality customer service.

OpsCentral adapts rapidly to technological changes and supports business growth. With the help of Artificial Intelligence, OpsCentral streamlines operation and improves customer experience journey from start to finish.

- **User-friendly**
- **Low costs**
- **Swift Setup**
- **Painless Updates**
- **Seamless Integration**

OpsCentral consists of 3 modules that are all capable of running standalone:

- **OpsCentral Voice**
- **OpsCentral Email**
- **OpsCentral Messaging**

By seamlessly integrating data across multiple channels such as Voice Calls, Email and Messaging, OpsCentral brings the best of customer experience in one solution that improves productivity, customer acquisition, retention and loyalty.

OPSCENTRAL VOICE

Customer service can be complex. But, the tools you use shouldn't be. OpsCentral Voice is a virtual 'hub' that captures customer conversations, analyses and generates comprehensive reports. It provides insightful data analytics that improves services and manages resources.

- Powerful Virtual Assistance
- Real Time Statistics
- Comprehensive SLA Report
- Drag & Drop IVR Flow Designer
- Interactive Web-Based User Interface

OpsCentral Voice boosts seamless communication allowing customers to have the attention without being lost in the shuffle, connecting them to the best resource the first 'ring'. Give your business better customer engagements so you can provide a delightful customer experience.

OPSCENTRAL EMAIL

Cut your email management time and get started to a smarter mailbox. With a multi-feature email management system, OpsCentral Email supports multiple campaigns, channelling inbound emails based on subject, skill-set level of the recipients, email content and keywords.

- Intelligent Email Responder
- Skill-Based Routing Capabilities
- Secured Audit Trail
- Prescripted Email Template
- Performance Monitoring & Reporting

OpsCentral Email empowers businesses to build and grow relationships through transactional emails, campaigns and support. OpsCentral Email is an extremely smart tool that helps you track, prioritise and handle every single email you receive.

OPSCENTRAL MESSAGING

OpsCentral Messaging opens new channels and solutions allowing business to have multiple engagements with their customers simultaneously via their preferred Instant Messaging platforms. Supported platfroms include WhatsApp, Facebook Messenger and more such as Line and WeChat.

- Encrypted Chat Session
- Smart Routing Capabilities
- Deep Data Analysis
- Downloadable Reports
- Recorded Chat History

OpsCentral Messaging enables multiple users and agents to support numerous campaigns concurrently, using just a single account or number. It optimises resources, increases productivity, prompt response and overall customer experience quality.

What matters the most →

✔ **Speed**
✔ **Convenience**
✔ **Friendly Interface** →

✔ **Self-help Management**
✔ **Developed in Singapore**
✔ **100% Local Support**