Inbound

The ideal tool for quickly building self-serving IVRs and Routing Scripts to guide customers to the most qualified agent.

The Aheeva Inbound, with its intuitive Routing Scripts builder, is the ideal tool to implement intelligent interactive self-serving systems and route the customer to the most qualified agent for assistance. And when hold times get long, callers have the option to hangup while retaining their position in the waiting queue and the Aheeva system will call them back thanks to our Virtual On Hold.

Features and Functionality

Our Inbound Call Center Solution is meticulously designed to cater to diverse business requirements while ensuring seamless customer experiences. Key features include:

1. Automatic Call Distribution (ACD): The system employs advanced algorithms to intelligently distribute incoming calls to the most suitable available agent, optimizing response times and resource utilization.

2. Interactive Voice Response (IVR): A customizable IVR system guides callers through pre-defined options, allowing for self-service and routing to the appropriate agent based on their needs.

3. Skills-Based Routing: Calls are directed to agents with specialized skills relevant to the caller's query, ensuring efficient problem resolution and customer satisfaction.

4. Real-time Monitoring and Reporting: Supervisors gain insights into call queues, agent performance, and overall call center metrics through real-time dashboards and comprehensive reports.

5. CRM Integration: Integration with Customer Relationship Management (CRM) systems empowers agents with contextual customer information, facilitating personalized interactions and informed decision-making.

Architecture:

Aheeva's Inbound Call Center Solution is built upon a robust architecture that ensures reliability, and security.

- o 1.Cloud-based Infrastructure: Leveraging cloud technology enables rapid scalability, enabling businesses to effortlessly accommodate fluctuations in call volume.
- o 2. Redundancy and Failover: The system incorporates redundancy and failover mechanisms to mitigate downtime risks, assuring uninterrupted service availability.
- o 3. Security Measures: Industry-standard encryption protocols and access controls safeguard sensitive customer data, ensuring compliance with data protection regulations.

For inquiries or further information, please contact our dedicated team to explore how our Inbound Call Center Solution can cater to your organization's unique needs.