Seamless Social Media and CRM Integration

Aheeva is extending the realm of social media and integrated Customer Relationship Management (CRM) systems. Recognizing this paradigm shift, Aheeva proudly presents its advanced Call Centre Solution, now fortified with Seamless Social Media and CRM Integration. This integration marks a pivotal step towards harmonizing customer engagement, enhancing efficiency, and fostering meaningful relationships.

CRM Integration:

- **360-Degree Customer View:** Aheeva's Call Centre Solution integrates flawlessly with leading CRM platforms, providing agents with a comprehensive 360-degree view of each customer's journey. Agents can access historical interactions, purchase history, and preferences, facilitating personalized and context-rich conversations.

- **Intelligent Call Routing:** CRM data is leveraged to intelligently route incoming calls, ensuring customers are connected with the most relevant agent. This not only saves time but also enhances customer satisfaction by eliminating repetitive information sharing.

- **Automated Data Synchronization:** Changes made in the CRM system are automatically reflected in the call center solution and vice versa. This eliminates manual data entry, reduces errors, and maintains data consistency across platforms.

Architectural Highlights:

1. API-driven Integration: Aheeva's Solution is built on an API-driven architecture, enabling seamless integration with a wide array of social media platforms and CRM systems. This flexibility ensures compatibility with diverse technology ecosystems.

2. Data Security: Aheeva prioritizes data security through encrypted data transfer and storage. Confidential customer information from social media and CRM systems is handled with utmost care, adhering to industry standards and regulations.

3. Real-time Data Synchronization: Aheeva's integration operates in real-time, ensuring that agents have access to the latest customer information and interactions across channels. This empowers agents to provide timely and informed responses.

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.