

Now your Asterisk® call centre can engage your customers on every channel, no matter the time or place with the Clarotech Omni-Channel Call Centre, powered by xCally.

claroOmni provides each agent with a flexible and powerful Unified Desktop Experience, to manage login, multiple pause levels and multiple channels, ensuring the best experience for your customers.

You already know how to use all these channels.

**All you need is a tool to draw them together.**



With claroOmni agents can place or receive calls, send or respond to emails, participate in live chats, pull up CRM records, open up fax messages, respond to SMS and respond to social media notifications. The power lies in the claroOmni agent interface and integrated agent desktop phone bar.

While your call centre agents are engaging with your customers, supervisors and administrators can monitor and draw reports on customer care delivery to ensure high-quality service and to meet SLAs.

### Engage with your Customers

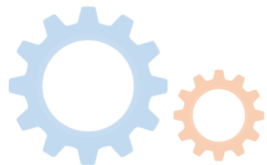
- Inbound & Outbound
- SMS Channel
- Email Channel
- Live Web Chat
- Social Media Channel
- Fax Channel
- Consumer API

### Maximise Productivity

- Integrated agent screen
- Agent phone bar
- CRM integration
- External ODBC connection
- Power dialling
- Wallboard designer
- Callback API

### Manage Operations

- Supervisor & Team Leader Dashboard
- Whisper & barge-in
- Multiple campaigns
- Multi skill based routing
- Create dial plans & IVRs
- Call recording
- Real-time monitoring & reporting
- Responsive GUI



## Key Features

- ✓ Inbound & outbound interaction
- ✓ Rapid deployment
- ✓ Seamless integration
- ✓ Monitor & report on agents
- ✓ Powerful & clean
- ✓ Across channels
- ✓ Scalable for future growth
- ✓ Independent from Asterisk releases
- ✓ Design metrics to measure KPIs
- ✓ Zendesk & Sugar CRM integration

