

CentrePal was founded with the vision of making contact centres simple.

For too long, the solutions available to contact centres have been far too complex, difficult and expensive to implement and – worst of all – frustrating for agents to use.

CentrePal is a solution built for the contact centre industry, by people from the industry.

We see first-hand the challenges that contact centres encounter when delivering customer service. Our native solution runs seamlessly within Microsoft Teams and instantly enhances the experience of your organisation's customers and agents with one seamless, omnichannel solution.

Our locally based, Australian team is dedicated to helping organisations complete their digital transformation of their enterprise communication with our simple, scalable, and cost-effective solutions.

- Advanced Routing
- Interaction Timeline
- Wall boards
- Supervisory controls
- Call-back Requests
- Reporting
- Media Service
- Security
- Interaction Recording
- Call Wrap-up
- CRM Integration
- Customer Surveys

Business Benefits

Boost First Call Resolution:

CentrePal enhances FCR rates by integrating your contact centre with the rest of your organisation through Microsoft Teams.

Real-Time Reporting:

Advanced, real-time reporting allows contact centre managers to effectively manage and coach agents.

Empower Remote Work:

Eliminate on-premises contact centres with CentrePal's cloud-based solution, allowing easy scalability and implementation no matter your needs.

Enhance Agent Experience:

Equip agents with organisation-wide collaboration and user-friendly features to boost productivity and customer experience.

Fast, Cost-Effective Rollout:

CentrePal's 'plug-and-play' SaaS solution ensures quick setup, and familiarity with Microsoft Teams reduces onboarding and training time.





We instantly had visibility with CentrePal. We knew how many calls we were taking a day. We knew what our staffing levels were. We knew how many calls each staff member was taking, how long they are on calls for, we found out obviously the amount of customers that were waiting in a queue.

M3 Logistics
Industry: Transportation



The fact that CentrePal makes it so easy for our Contact Centre management team to make changes with confidence, without needing to raise a ticket with our IT team, has just made everything a lot more agile.

ACER
Industry: Education



We wanted Microsoft Teams to better serve our customer relations teams. The CentrePal rollout was seamless. Even staff working from home weren't an issue, and the staff feedback has been positive.

Garden City Plastics
Industry: Manufacturing

Why we are your first choice?

- Plug and Play
- Pain free set-up
- Simple platform onboarding
- Quick and convenient training
- Access Agnostic
- Fully SaaS
- Evergreen platform
- Cost-effectiveness

Book a
Demo
Now

Request a live Product Demo
(fill in the form and we will be in touch with you)

