

CCMC's features

Automation



Call and Chat Ingestion

Identification of Customer & Agent

Speech to text conversion greater than 90% accuracy

Intelligent unbiased scoring against behaviours driving CX

Speed & Ease of managing large volumes

Customization of QA forms as per business needs

Customizable – Service Recovery, Complaint Identification & Repeat Call Modules

Data managing & Security



Hosting capability on cloud or on prem

Enterprise-grade security, compliance, and manageability.

GDPR complaint and transparent security certifications, including SOC, HIPAA, and PCI DSS.

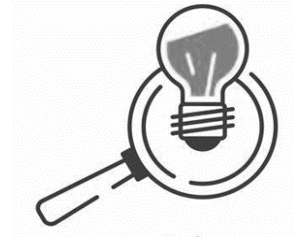
Sensitive Data Redactment (PII)

Complete Encryption and Compliance

Data Purging and archival.

Integrate alternate data sources (CCaaS, CRM, Telephony, Survey) for consolidated dashboard

Insights



Call/Chat Summarization

Errors to Opportunities for focused training inputs

Contact drivers and underlying reasons

Customer Satisfaction measured for all transactions

Customized dashboards at all levels to drive targeted improvement

Comprehensive feedback across all parameters

Coaching & PIP Workflows

Complaints & Repeat call Identification for effective Service Recovery

Flexible and attractive pricing constructs