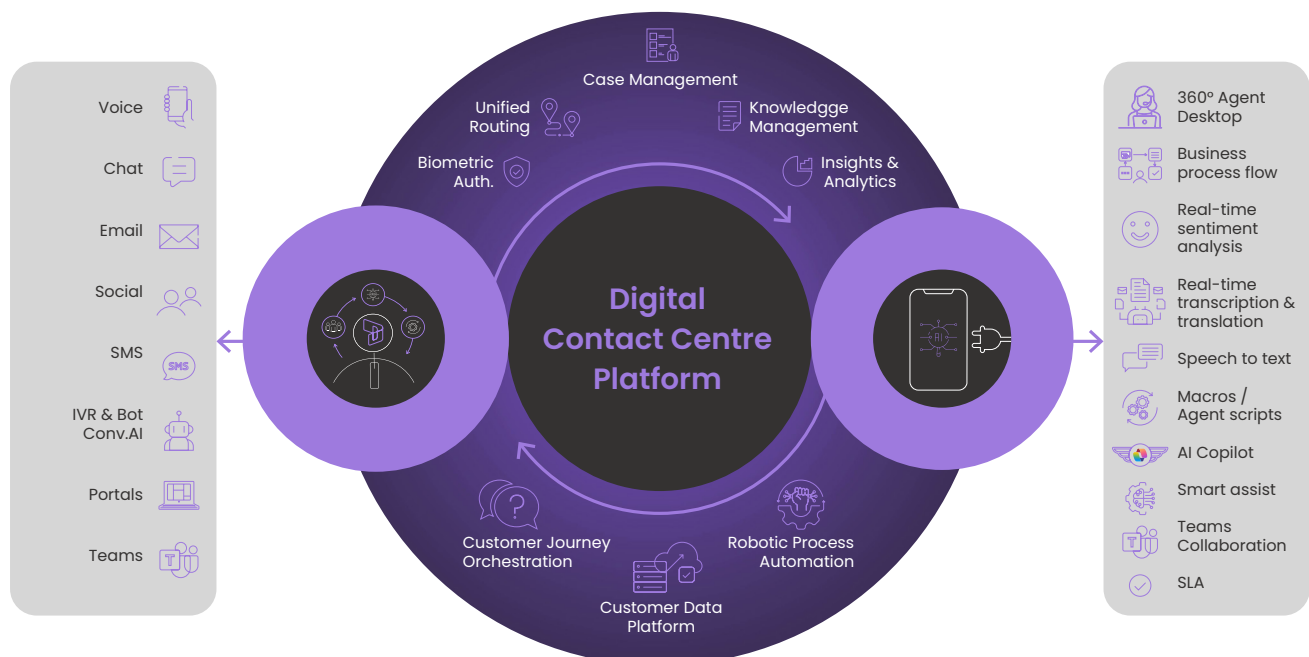# Digital Contact Centre Platform

Enterprisecloud

Digital Contact Centre Platform

Explore a more cohesive and streamlined platform for your contact centre operations to enhance efficiency and mitigate risks.

The Digital Contact Centre Platform represents the future of customer service, revolutionising how organisations interact with their customers in today's fast-paced digital landscape.

With its **omnichannel** communication capabilities, the Digital Contact Centre connects organisations to their customers or students seamlessly across **various channels such as telephony, emails, portals, Teams, web chats, social media, and SMS.** This ensures that customers can reach out using their preferred method of communication, enhancing accessibility, and accessibility.


A Digital Contact Centre provides:

▶ **Customer 360** – a holistic view of the customer or student and driving better service to them.

▶ More **control over agents and work distribution,** allowing them to be more agile

▶ More **in-depth insight into operations**

▶ A **single, centralised platform** for all channels + data + history

Digital Contact Centre Capabilities

Contact Centre

Contact centres handle sensitive customer information, making data security and compliance with regulations such as GDPR or POPIA, paramount. The digital contact centre employs **robust security measures and compliance** protocols to safeguard customer data and mitigate the risk of breaches or non-compliance. The **platform's scalability and flexibility** allow organisations to adapt to changing call volumes and business needs, ensuring they can scale up or down as required without compromising on customer experience.
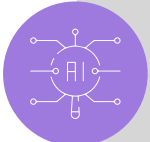
Artificial Intelligence

The right solution requires a unified approach that allows companies to **automatically leverage their data** to decide and act in real-time with expanded analytics, predictive algorithms, and automated AI. Easily build chatbots to engage conversationally with your customers and employees.

Voice Carrier

Quickly set up phone systems for agents to assist customers on a scalable platform that's built, owned, and operated by Microsoft.

Customer Engagement / CRM

The solution works hand in hand with Dynamics 365, Microsoft's CRM platform. Integration with CRM systems provides agents with access to customer information and history, enabling personalised interactions and fostering stronger customer relationships.

> **Enterprisecloud replaced Zendesk with the Digital Contact Centre platform in a matter of months. We now have 270 agents, servicing 20,000 students, with over 50,000 cases in the last 3 months.**
>
> – CIO, Higher Education Institution

Enterprisecloud

Key Industry Use Cases

Higher Education

Replacement of Zendesk with Digital Contact Centre to enable a 360-degree view of the student and interact with them across all channels for applications, admissions, or student journey challenges.

Car Rental

Implementing a Digital Contact Centre allows the company to gain a comprehensive view of customers by accessing internal and external relationship data. This enables them to understand customer preferences, rental history, and feedback more effectively, leading to more personalised and responsive customer interactions.

Financial Services

The firm can streamline processes, reduce manual tasks, and increase productivity. This enables them to deliver faster and more effective customer service, resulting in improved turnaround times for signups and validations, as well as service issues.

About Enterprisecloud

Enterprisecloud is a highly specialised Business Applications Solutions Partner that focuses solely on Dynamics 365 and Power Platform implementations for Sales, Service, and Marketing within industries such as Higher Education, Financial Services, Logistics, and Retail. We service our clients around the world, from South Africa.

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