

Overview

PROSYS Call Center

PROSYS Call Transform concept of Call Center Services from the Cost center Side to Revenue Centers Side, by applying Tele Marketing activities and promotional Campaigns for external Clients.

PROSYS makes Call Center agents fully equipped.

We gives call Center's agents all needed information about subscribers in one screen Agents interact with subscribers on phone-line with all recent and history information that covers (Contracts, complains, Notes, Address, and financial information)



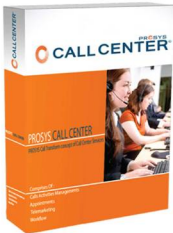
Sub Modules

Calls Activities Managements

Appointments

Telemarketing

Workflow



Features

- > The AGENTS could be same SALES REP
- > Full search engine , the system provide a List of client based on selected criteria
- > this criteria could be built through CRM profiles client's information's
- > Divide the generated list into SUBLIST
- > Makes Links between SUBLIST and AGENTS
- > Makes Calls and follow-up
- > Make Appointments
- > Recorded complains and notes by Incoming calls, all complains and notes given by subscribers.
- > Entry of calls results (this could be by Sales rep form Sales & marketing module)
- > Follow-up results by Supervisors.
- > Daily Calls Watching
- > Send SMS or Email for selected
- > Reports based on selection criteria