

Zisson Contact Center: Customer Success.

Zisson has a cloud-based contact center and switchboard solution that combines all the communication channels on one platform. 400 customers currently use the services in over 19 countries. It is important to follow the trends for customer contact, and now customers expect accessibility and control over their communication channels. Take part in the development and be available where your customers are. Providing excellent customer service is a competitive advantage!



Functionality



Omnichannel	All communications (Dialer, SMS, Chat, E-mail, Chatbot, and Social Media) gather in a solution that provides easy-to-use and flexible communication possibilities. The solution supports both incoming and outgoing dialogue.
Simplicity	A very easy user interface ensures quick start-up and utility. If you have internet, you have access.
100% Cloud-based	Low start-up costs, fast start-up, and minimal use of administrative resources.
Security	The solution is continuously upgraded with security updates and new functionality, so you always have access to modern technology.
One Size Fits All	Capacity to support large businesses and heavy traffic congestion. The contact center is scalable and also available for smaller businesses. Smaller companies have the opportunity to become more competitive with access to premium services in an easy-to-use environment.
Modules	The services are offered and priced in modules adapted to the customer's current needs. Up or downscaling is done in line with the customer's development.
Administration	The service is easily managed in the browser. An administrator has easy access to user management, queue management, reporting, call flow tools and a flexible interface for integrating other services.
API	Integrates perfectly with 3rd party systems such as. CRM, ERP, Skype for Business, ZenDesk, etc.



Why Contact Center by Zisson?

The screenshot displays the Zisson WAVE contact center interface. The top status bar shows 'Ready' and 'All phone queues'. The left sidebar contains 'Incoming call' details for 'Sentralbord queue' and 'Ongoing call' details for a call with '+4721009700'. The central 'Contacts' grid shows a list of agents, including 'Adrian Lee' and 'Alejandro Ord...', with their status indicators. The right sidebar shows a detailed profile for 'Adriana del Rey', including her contact information, location, and a calendar view of her schedule.

- The solution is 100% cloud-based without local installations.
- Has a rich and well-documented API that makes it easy to capture and use our data.
- It is scalable to accommodate each customer's needs.
- Quick Start: Is designed to be so intuitive that it requires minimal training.
- Can be invoiced over Telenor's invoice together with other MBN services.
- Integrates with the programs the customer already use.
- Support is always ready to help you.



Customer Journey



The contact center gives you a complete overview of your customer by displaying all previous communications. Example:

The customer has been in contact with the company on chatbot, SMS and has been calling with questions.

Your business can view information that has already been shared and does not have to repeat the questions or start the conversation from scratch.

That is excellent customer service!