
Contact Centre

Overview

Do you need to improve the customer experience delivered by your contact centre?

Are you dealing with increasing call volumes but without the budget to hire more agents? Do your agents frequently require assistance while handling a specialised customer request but have difficulty finding the right person with the right answers? Are your customers able to contact you from anywhere through their device or media of choice?

Today's contact centres interact with customers through a multitude of mediums – from the telephone, to email, web, video, instant messaging, fax and social media, always receiving a consistent, well-informed service.

4net technologies can design and deliver a Contact centre solution that will provide agents with the expertise of knowledge workers anywhere in your Enterprise, helping you deliver an improved customer experience - not just by providing faster response times, but by providing the right response from the right person the very first time.

Our integrated suite of multimedia applications and communication tools is designed to seamlessly enable a higher level of real-time collaboration and interaction between your contact centre agents and the knowledge workers in your Enterprise - anywhere they happen to be.

The solutions we deliver help facilitate the rapid deployment of new applications to improve customer service across your distributed operations, reduce costs and support the flexible working requirements of your staff. Skilled employees, irrespective of their actual location, can form part of a virtual network of experts, set up to optimise customer service.



4net's powerful combination of service excellence and technical expertise makes us the partner of choice for organisations who want to transform the way they communicate with customers, staff and stakeholders, reduce costs and gain competitive advantage.

Our contact centre, unified communications, managed services and telephony solutions are designed to address today's complex business challenges, helping you to respond to your customer and staff requirements.

From simple IP Telephony Solutions to Virtual Contact Centres, from Unified Communications to Cloud Services, we partner with best in class vendors such as Avaya, Microsoft and Enghouse, to deliver a solutions portfolio that will address today's changing workplace and build tomorrow's future, making 4net the preferred communications partner for many businesses across the globe.