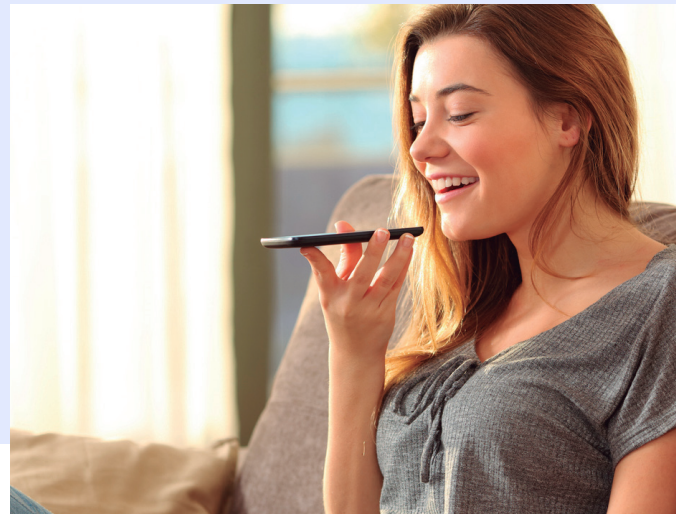


VOICE

Better call quality, better customer experience



Despite the growth in the use of digital channels, telephony continues to be one of the communication channels most chosen by customers. With a good management of this channel you will be able to increase sales, reduce costs and improve the retention of your clients.

More efficient communications with the CTI (Screen Pop Up) Module

As soon as agents receive a call from a customer, thanks to Computer Telephony Integration (CTI) or the “screen pop ups” of our EVOLUTION software, they will immediately see relevant information to consult and modify it. As a consequence, you will improve efficiency and effectiveness when it comes to serving your customers.

Maximize productivity with Agent Blending

With EVOLUTION your agents will be able to attend different services through different channels with absolute control of each interaction, without losing the thread and improving the KPIs of your Contact Center.

Thanks to this EVOLUTION functionality, you will be able to comply with the service levels that you define by balancing the load between incoming and outgoing interactions at peak times, thus improving the satisfaction level of your customers.

Conversations recorded and monitored

Use them to improve quality or as legal proof of your sales and adapt them to your omnichannel strategy. With EVOLUTION you will be able to record the conversations of your Contact Center, locate and listen to them easily.

Recordings are securely stored in a location of your choice for easy access and listening.

Increase your sales with Dialer, use the different automatic dialing technologies available in EVOLUTION and maximize the productivity of your agents.

Outbound Call centers are designed to contact customers or prospects and provide information about a new product or service, follow up on a recent purchase, or remind your customers of an upcoming appointment.

The EVOLUTION Dialer solution supports different types of dialing (predictive, progressive, preview and agentless) to help you maximize your time for sale. Whether your sales team is B2B, B2C, high-volume, low-volume, or highly automated.

Simplify your operations with Self-Service / IVR

With our software you will be available 24/7, 365 days a year!

80% of customer service calls are initially redirected to an automated voice system. Do you already have one? Is it easy to implement and make changes in real time?

Dedicate agents to those tasks in which they add value and help your clients solve queries on their own in an easy and simple way.

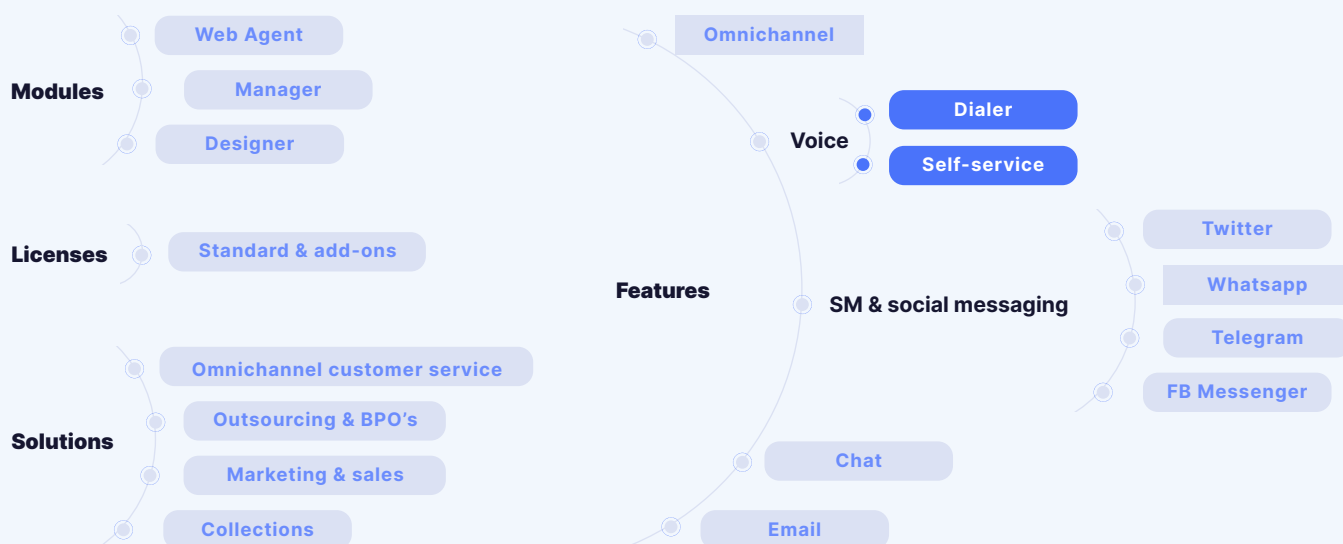
Interacting with your customers anytime, anywhere has never been easier.

Features such as self-service, estimated wait time announcement, callback options, message delivery options, and satisfaction surveys will help you meet their expectations. Users will be able to solve their doubts on their own, quickly finding what they need and minimizing their frustration.

By combining **ANI (Automatic Number Identification)** with existing customer data, you can identify callers, anticipate their needs, and proactively address their inquiries to reduce execution time and live agent intervention.

Thanks to the fast and precise speech recognition technology that our EVOLUTION software incorporates, you will be able to **serve your customers in more than 20 languages**.

Product map



At ICR Evolution we help you **connect with your customers in an agile, simple, efficient and productive way**. Our EVOLUTION software allows you to **be where your customers are**, at the right time and in the most natural way, offering a 100% omnichannel customer service experience.

www.icr-evolution.com

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