ICR EVOLUTION

True omnichannel from day one

01

An unbeatable omnichannel contact center solution

Our Values

We work with honesty, empathy and responsibility. We are proud to offer you a close relationship, thanks to professionals that are open to truly getting to know you.

Experience

We have contact center technical specialists, who, besides being a close and transparent team, are professional experts with extensive experience in the field.

Real Omnichannel

We know that your customers want to contact you through different channels and in a seamless way. That is why we offer omnichannel technology from day 1, without extra licenses or extra costs.

Suitable for everyone

We help contect centers of all sizes create closer, more personalized interactions with customers. Your agents will be able to manage incoming and outgoing interactions from multiple channels, all from a single platform.

Customer Obsession

We are committed to accompanying and advising our clients. Our goal is to make sure that you experience success in your interactions, since it is you who help us improve.

Visibile Results

EVOLUTION creates successful interactions with customers while increasing the productivity of your contect center, without large initial investments or high maintenance costs.

02

Offer an unbeatable customer experience

- We are contect center software developers with headquarters in Barcelona and extensive experience in the field.

- We have operations around the world and our software is available in English, French and Spanish.

- At ICR Evolution you won't be another customer. You can always count on our support team to fulfil your needs.

- With millions of interactions per year, our solution can adapt to all types of businesses, large - small, "cloud" - "on premise".

03
The best customer experience feels natural

Phone

Your customers want to talk with you. Make it easy and treat them as they deserve. Voice is a powerful problem-solver tool, as well as a channel that brings you closer to your customers.

Social Customer Service

Get where your customers are through social media and instant messaging channels: WhatsApp, Telegram, Facebook Messenger and Twitter.

Interactive Voice Response

Through self-service voice technology, users will be able to help themselves and quickly find what they need. With our software for contact and call centers, customers will get answers at any time of the day, which will minimize their frustration.

Outbound

Increase your contact ratios thanks to the multiple dialing modes (predictive, progressive, preview and agentless) as well as skills management and Call Progress Analysis.

Live chat & Chatbot

The fastest way to connect with your customers through your website! Do not let your visitors escape and catch them when they need it most. You can also integrate a Chatbot to answer FAQs and offer 24/7 customer service.

Email

Respond better, faster, manage large volumes and have the whole team answer as if they were one.

04
An omnichannel solution for your contact center, designed to:

- Exceed your customer's expectations.

- Offer an excellent and consistent experience across all channels.

- Increase productivity and improve employee experience in your company.

Contact us

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