

# Features

## Know your Customers

- Open Interfaces
- Pre-built Integrations
  - CTI Adaptors (Salesforce, ZenDesk and Service Now)
  - Open APIs
  - Web Services Connector

## Connect with your Customers

- Voice
- Web Chat
- Email
- SMS

## Understand

- Wallboards
- Real-time Reporting
- Speech Analytics
- Business Intelligence
- Data Analytics

## Serve your Customers

- IVR
- Scripting
- Call Recording
- Outbound Dialler

## Compliance

- Call Recording
- Call Tagging
- Play Announcement
- Single Sign-On
- Quality Assurance
- ipSCAPE Pay (PCI DSS)

## Optimise

- Skill-based Routing
- Monitoring and Coaching
- Workforce Management

# How we can help your business

## Increase sales

Outbound dialler increases your agent contact rates by only connecting a call to an agent if there is a person on the other line, removing wait times when calls transfer to voicemail or go unanswered.

## Turn your Contact Centre into a Revenue Centre

ipSCAPE Pay provide a PCI DSS compliant solution for your business to take payments over the phone, creating a seamless customer experience.

## Improve Agent Productivity

The Agent Toolbar enables agents to manage a multichannel customer experience, whether a communication is made through Voice, WebChat, Email or SMS.

## Achieve a Single View of the Customer

ipSCAPE can be integrated with any CRM to provide a single-screen experience, boosting agent productivity.

## Reduce Costs

Lower upfront fees and a pay as you go Opex model. Additionally, there are no additional costs for upgrades.

## Be Flexible and Scalable

ipSCAPE can be accessed anywhere and ensures business continuity. Should one site be compromised, calls can be redirected to another site in minutes. A business can also scale up or down during busy periods as an agent instance can be created easily

## Enable Customer Self-service

IVRs can be easily created and customised enabling customers to self-serve. IVRs can also be integrated with a web-service to create an 'intelligent' IVR that can feed customer information such as an account balance. ipSCAPE Pay can also be utilised to take payments in a PCI compliant manner

## Achieve Compliance

Call Recordings, Quality Assurance modules and features such as 'Play Announcement' are all included in ipSCAPE and can assist a business to be compliant with laws and regulations.

Want to learn more?

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# Cloud Contact Centre

True Cloud Contact Centre Engagement

**DIGISERVE**

by Telkom Indonesia

# Cloud Contact Center

powered by



Customer Experience is integral for business success. In a rapidly changing world, businesses need the tools and technology to enable multi-channel communications with a customer-centric approach. To achieve optimal customer experiences you need access to the latest technology and features on a platform that is reliable and easy to use

Digiserve provides a Cloud Contact Centre solution that is powered by ipSCAPE who are world pioneers in CCaaS (Contact Centre as a Service)

ipSCAPE is a true cloud, feature-rich and scalable customer experience solution that offers advanced integration capabilities. The platform helps businesses connect with their customers through Voice, Web Chat, Email and SMS.

Our platform provides you with all the features you need to run a world-class contact centre without cumbersome upgrades and high maintenance fees.



ipSCAPE provides you access to the latest innovations through our cloud technology, allowing you to focus on creating exceptional customer experiences.



**FEATURE RICH**

Deliver enhanced customer engagement via ipSCAPE Multi-channel



**100% CLOUD**

Enjoy remote agent access with ongoing monthly upgrades



**TOTAL COST OF OWNERSHIP**

OPEX model A simple pay as you go licence fee



**OPEN API FUNCTIONALITY**

Connect different applications easily with open and mature API's



**REPORTING & ANALYTICS**

Analyse your business conversations and generate insights



**CLIENT CARE**

24/7 Support

# ipSCAPE Feature Ecosystem