

AGENT AND SUPERVISOR INTERFACE

Go contact

The Go Contact provides two different interfaces, one for the agent, and the other for supervision.

Access to the agent's software is carried out through a browser, as well as all access to the GoContact. This system simplifies its installation on multi-operators and respective access.

The agent has all the answering channels available and visible in his homepage and can quickly identify the interaction channel with the customer, whether by email, inbound, outbound, chat, etc.

It allows consultation of your daily metrics so you can easily find out how to improve them. Proactivity represents an added value to your contact centre!

By analysing our dashboard, the supervisor can change the answering priorities in order to optimize the call centre efficiency.

