NASSTAR

DATA SHEET

SMARTCONTACT

Transform customer communication via Nasstar's cloud contact centre

Today, customers interact with businesses through a multitude of different channels, expecting a smooth, painless, and often personalised experience every time. However, the reality of managing every single customer interaction whilst providing a good level of service can be difficult and time-consuming. If the process is managed well it can lead to increased revenue and high levels of customer satisfaction, however, if not, it can result in a loss of potential sales.

THE NASSTAR WAY

SmartContact is a feature-rich, easy to use unified cloud platform that delivers an omnichannel experience to your customers. From SMS to email, social media and live chat, your customers can choose how they would like to interact with your business. SmartContact enables you to intelligently queue and route all customer interactions via a common desktop to improve response rates and ensure no interaction goes unnoticed.

Driving a culture of self-service through unlimited Interactive Voice Response (IVR) workflows, SmartContact is designed to improve the customer experience and provide the quickest route to call resolution possible.

Available via a simple pay per user, per month model, SmartContact gives you the flexibility to add or remove users as required without the complexity and high ongoing costs of other cloud contact centre providers.

FEEL SECURE WITH NASSTAR

Understanding cyber threats is part of our DNA

ISO 27001, 20000, 14001 and 9001 certified

Microsoft Cloud Solutions Provider

24/7 Service Desk for round-the-clock operations & international assistance

PCI DSS and GDPR certified solutions

PEN tested approved solutions for the highest levels of cloud compliance

KEY FEATURES

The ultimate offering for exceptional customer service

\\ Inbound & Outbound Multi-Channel Blending
Blend between inbound and outbound calls, SMS, email, chat and social media channels to maximise agent productivity.

\\ IVR
Unlimited Interactive Voice Response workflows to improve the customer experience via self-service and monitor and report on trends. Optimise inbound IVR routes to get your customers to the right agents, as quickly as possible for maximum efficiency.

\\ E-mail & Social Media
Escape troublesome shared inboxes and intelligently queue and route email and social media interactions to agents via one platform.

\\ SMS & Chat
Interact with customers and prospects through Live Chat on web and desktop and mobile devices. Use two-way SMS to communicate with your customers on-the-move.

\\PCI-DSS Compliant Payments
Agent-assisted and automated IVR payments, integrated into your chosen payment service provider.

\\ Reporting & BI
Report on all stats, from all channels and display trends or information through customisable dashboards.

\\ Agent & Manager Interfaces
Consolidated, easy-to-use interfaces for agents, supervisors and administrators. Create guided scripting and workflows to enable your agents to efficiently handle any customer contact.

\\ Simple Per User Per Month Model
Flex user numbers up and down as required. Straightforward cost model without the complexity and high ongoing costs of other cloud contact centre providers.

\\ Lead with Innovation
Continuous software development, adding new features and functionality to keep you ahead of the competition.

\\ Seamless Integration
An inhouse development team to integrate the solution into your CRM and back-office systems.

REQUEST A FREE SMARTCONTACT DEMO

If you would like to book a complimentary consultation or find out more about SmartContact, please contact
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