



Ditrronics for Contact Centres

Powering call centers around the world.



Ditronics is the number one choice for your contact centre.

The complete CRM & communications platform for your contact centre! Whether you are providing customer service, technical support, sales or more. Ditronics has the tools your contact centre needs to excel!



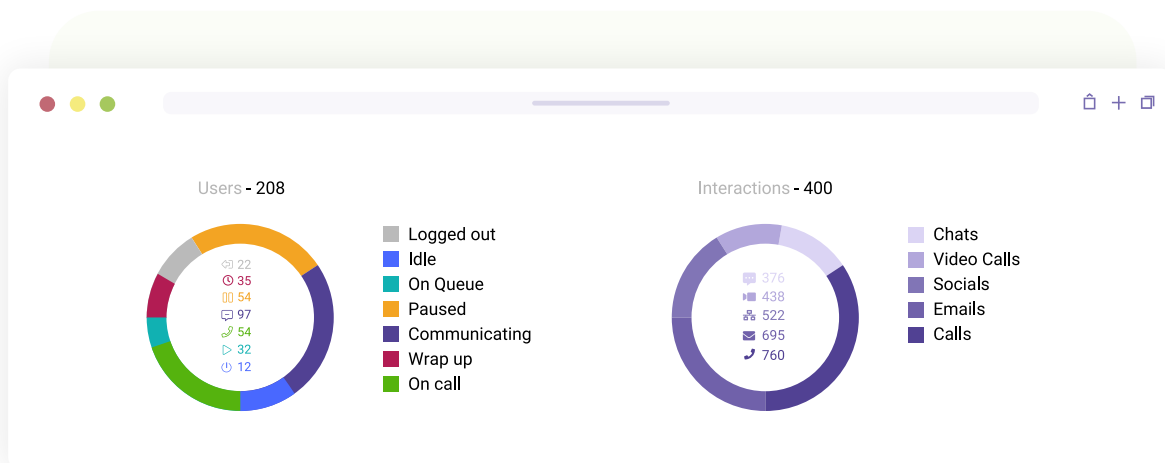
From sales to customer service: **inbound, outbound or blended** – Ditronics is **everything you need.**

Live dashboard for a 360 degree view.

— Ditrronics allows you to monitor all your live stats on one screen so you can see at a glance what status your agents are in.

Helping you to quickly identify problems, maintain quality standards, improve the customer experience as well as improving your agent, department & call centre performance.

With our live listening support function you can help monitor & train your staff at the click of a button & take over any tricky calls when needed.



Name	State	Duration	IX	Rejected	ACD Not Ans	Calls	Emails
Michael Rogers	On a call	---	---	---	---	---	---
Isabella Bennett	Paused	---	---	---	---	---	---
Zra Fox	On queue	---	---	---	---	---	---
Skye Morris	Idle	---	---	---	---	---	---
Jacob Johnson	On a call	---	---	---	---	---	---
Joe Jones	On a call	---	---	---	---	---	---
Archie Wilson	On queue	---	---	---	---	---	---
Taylor Wallace	On a call	---	---	---	---	---	---
David Mills	Paused	---	---	---	---	---	---
Olivia Woods	On a call	---	---	---	---	---	---
Rosie King	---	---	---	---	---	---	---
Lacey Graham	---	---	---	---	---	---	---
Kal Edwards	---	---	---	---	---	---	---
Emma Williamson	---	---	---	---	---	---	---
Total	---	---	---	---	---	---	---

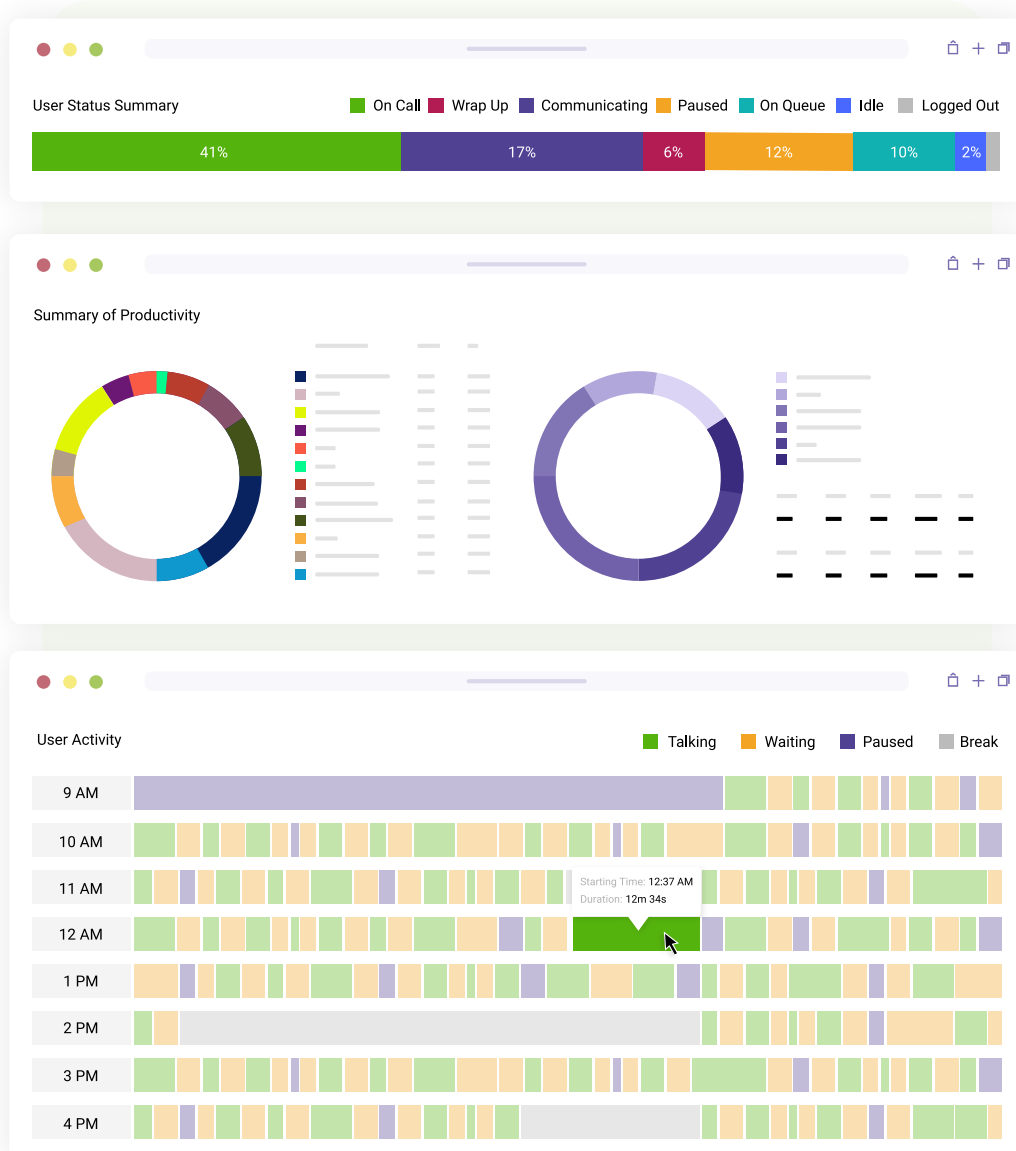
Overlay for Jacob Johnson: Listen, Whisper, Barge, Close

Powerful real time reporting.

— Ditrronics understands the importance of having real time reports at the click of a button in your contact centre. Our real time reporting suite allows you to run reports quickly, saving you precious time whilst giving you full visibility of your queues at all times.

Quickly & easily switch between checking your SLA's & abandoned calls to checking your agent productivity reports. And If you haven't found what you need in our standard reports, you can create custom reports for further visibility.


Ditrronics also reports for staff performance too with our advanced supervisor screen, this allows you to monitor response rates, activity levels and build a profile on how each employee works. Analyse individuals strengths and weaknesses so best practise can be shared or training put in place.






Internal Chat.


— Ditrronics allows your teams to communicate internally through live chat so you can keep your employees connected, informed & up to date on all important information at all time through both group & individual messaging.

Remote employee engagement & easily allow your staff to stay connected & supported whilst working from home or break barriers between different departments with a more informal approach to messaging. Keep the information flowing & your employees in the know!

Search 

 Eugene Garret 12:10
Last seen 02/11/2019 at 17:30

 Sofia Berry 16:12
Remind of that John, please! 

 Martha Owens 13:43
✓ Last seen 02/11/2019 at 17:30



Eugene Garret
Last seen 02/11/2019 at 17:30

Hello Eugene! Do you have any free time today so we can catch up? Need to review a few things with you.

Sure John! I am free for a meeting today!

Hopefully I will be free after lunch. Can we do it at 14h?

Let me get back to you in a few moments. Need to confirm a few things!

Allright! Talked to Sofia and I will be able to push the meeting wit her as its not top priority. 14h it is!

Great! Ill send a confirmation email!

Type your message here

Customer Satisfaction.

— Ditrionics allows you to automatically collect post interaction NPS/CSAT surveys.

Quickly identify areas for improvement then use that feedback to transform your team into customer experience superstars.

Assess the overall image of your brand so you know how loyal your customers are & how likely they are to return as well as identifying areas where you can grow your revenue through referrals & upsells.

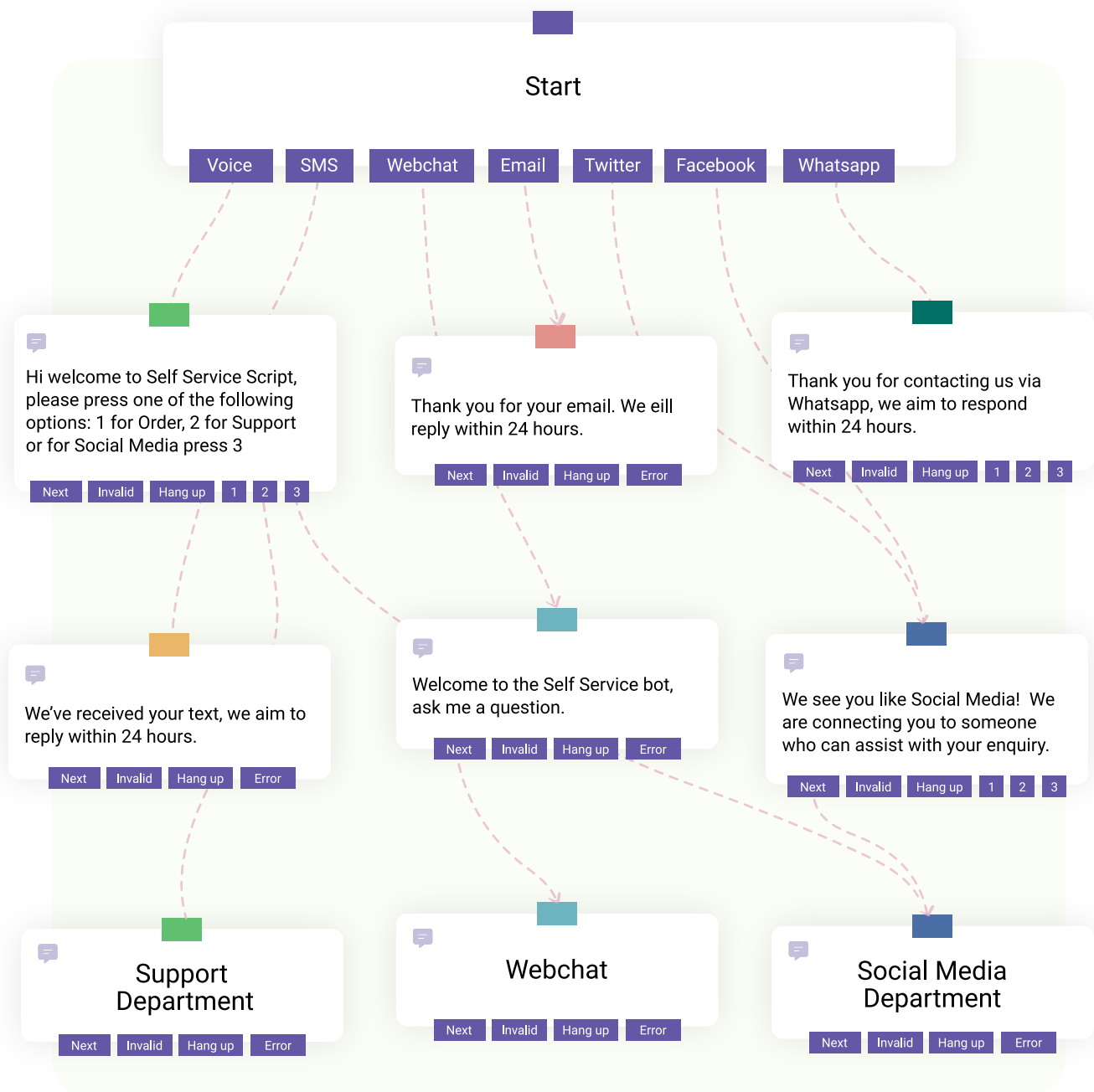
The image displays two side-by-side chat window screenshots. The left window shows an incoming chat from Thomas Anderson, with a header bar containing a name, contact info, and a row of action icons (Disposition, Hold, Transfer, Record, Re-assign). Below the header, the chat history shows the customer's greeting, the agent's response, the customer's problem, the agent's promise to return in 5 minutes, and the customer's thanks. The right window shows the same chat history but with a purple survey overlay at the bottom. The overlay contains the text 'You are now chatting with: Jay Coley' and a close button. Below this, the chat history is repeated. At the bottom of the overlay, a question asks 'How would you rate the service you received on this chat?' with two buttons: a red thumbs-down and a green thumbs-up. A green arrow points to the thumbs-up button. The text 'this conversation has ended' is visible above the survey question. The bottom of the right window shows a text input field and icons for emojis, attachments, and sending.

IVR & speech recognition.

— Ditrionics offers intelligently route calls to the correct department, reduce costs, save time & get calls answered by the next available agent based on your customers needs.

Configure your own personalised message or use a pre-recorded messages to provide a more professional experience.

IVR's make it much easier for companies to manage high call volumes by routing calls quickly or by allowing customers to find the answers they are looking for without having to speak to an agent. You can even provide a call back option to alleviate long queues.



Chatbots & web call backs.

— Ditrronics's live chat allows your customers to easily find answers whilst on your website, whether its through our advanced chatbot or by speak directly to a staff member.

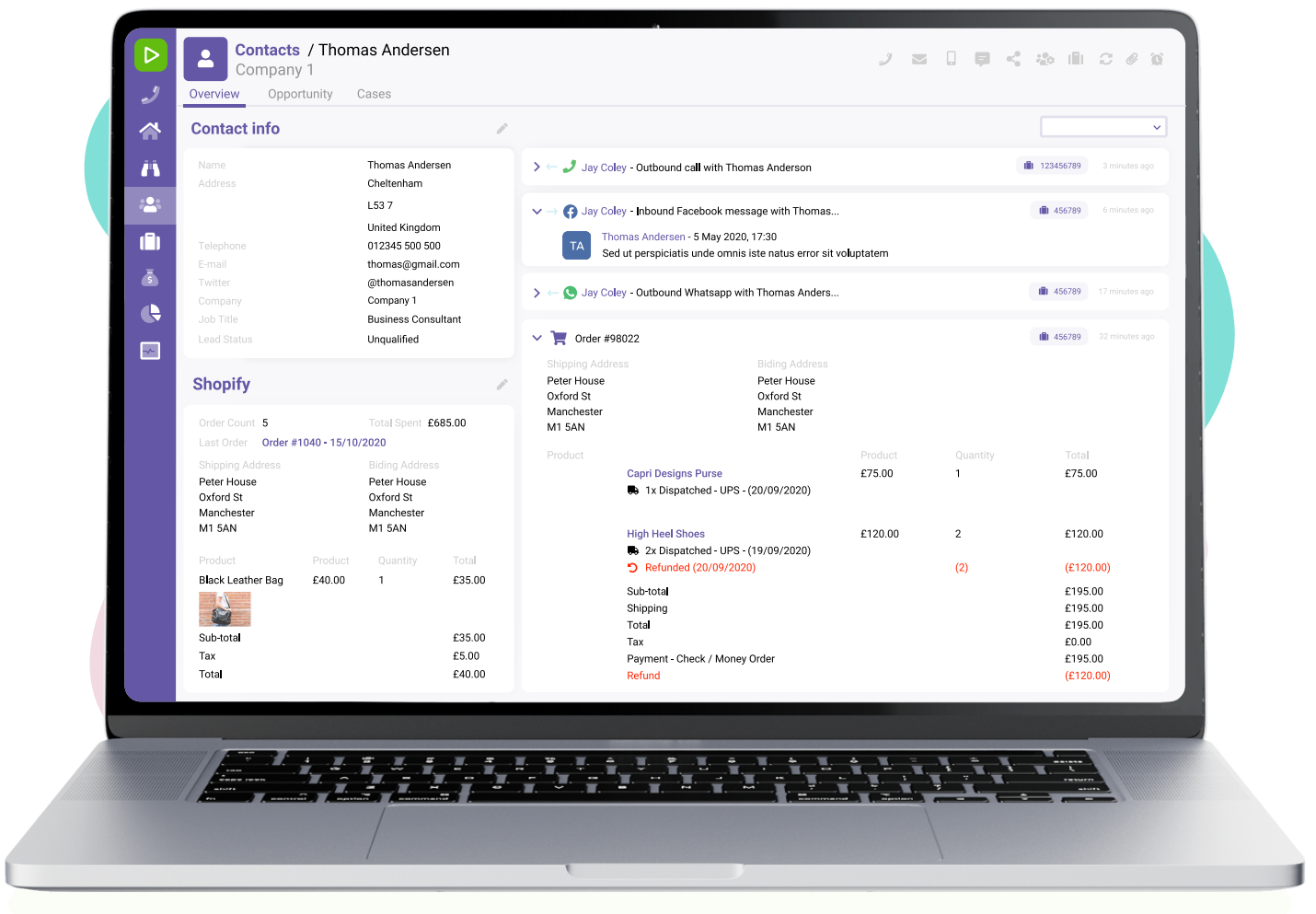
Better still, if its damaged or missing order query you can easily switch the conversation to WhatsApp allowing your customers to quickly send in photo via their smart phone. Live chat used to be a nice to have, now it's a must have.

The image displays two overlapping chat windows. The left window is a customer-facing chat interface with a purple header that says "You are now chatting with: Jay Coley". The chat history shows the following messages:

- Thomas Anderson: Hello there! My name is Thomas.
- Jay Coley: Hi! My name is Jay. How can I help?
- Thomas Anderson: I am having problems logging in into the platform. Can you help me?
- Jay Coley: Yes! Give me 5 minutes and I'll get back to you!
- Thomas Anderson: Thank you very much for the time!

The right window is a server-side chat interface for "Thomas Andersen". It shows the same conversation with a control bar at the top containing icons for Disposition, Hold, Transfer, Record, and Re-assign. Below the chat history, there are microphone icons and red 'X' marks for both participants, indicating a voice call is active. The chat history in this window matches the customer-facing window.

Are you ready to future proof your business?



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