



## **CONTACT CENTER SOLUTIONS**

Operating an efficient, high performance contact center has never been easier without a proper products that focus on contact center management. From accurately forecasting workloads to monitoring agents' performance and tracking key metrics with real-time reporting, we can deliver an outstanding solution for your requirement.

- Deliver outstanding customer experiences
- Increase efficiencies and contact center productivity
- Easily manage agent and customer interactions
- Track critical metrics for smart contact center management



### **Key Features**

- In-bound / Outbound Calls
- IVR & Automatic Call Distribution (ACD)
- Call Recording
- Routing, Queuing Status & Auto-callback
- Multi-channel support
- Monitoring of Total/ Answered/ Abandoned Calls
- Database Integration & Call logger
- Voice Mail & Multi-lingual Campaign Management
- Reporting Tools & Flexi Dashboards
- Robust Contact Filtering with DND Management



*Call now or Contact us for a demo :*

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