3Sixty

CUSTOMER SERVICE TEAMS

# Meet your customers where they are...

Powered by

TelcoSwitch

Give your contact centre the right tools to deliver the world class service your customers deserve

Whatever your business, customers expect to be able to reach you at any time, through their preferred channels. 3Sixty makes having multiple channels manageable, allowing you to meet your customers where they are and manage interactions effectively, regardless of where they started.

"With 89% of businesses soon to be expected to compete mainly on customer experience, organizations that take customer experience seriously will stand out from the noise and win loyal customers" *Gartner, 2020*
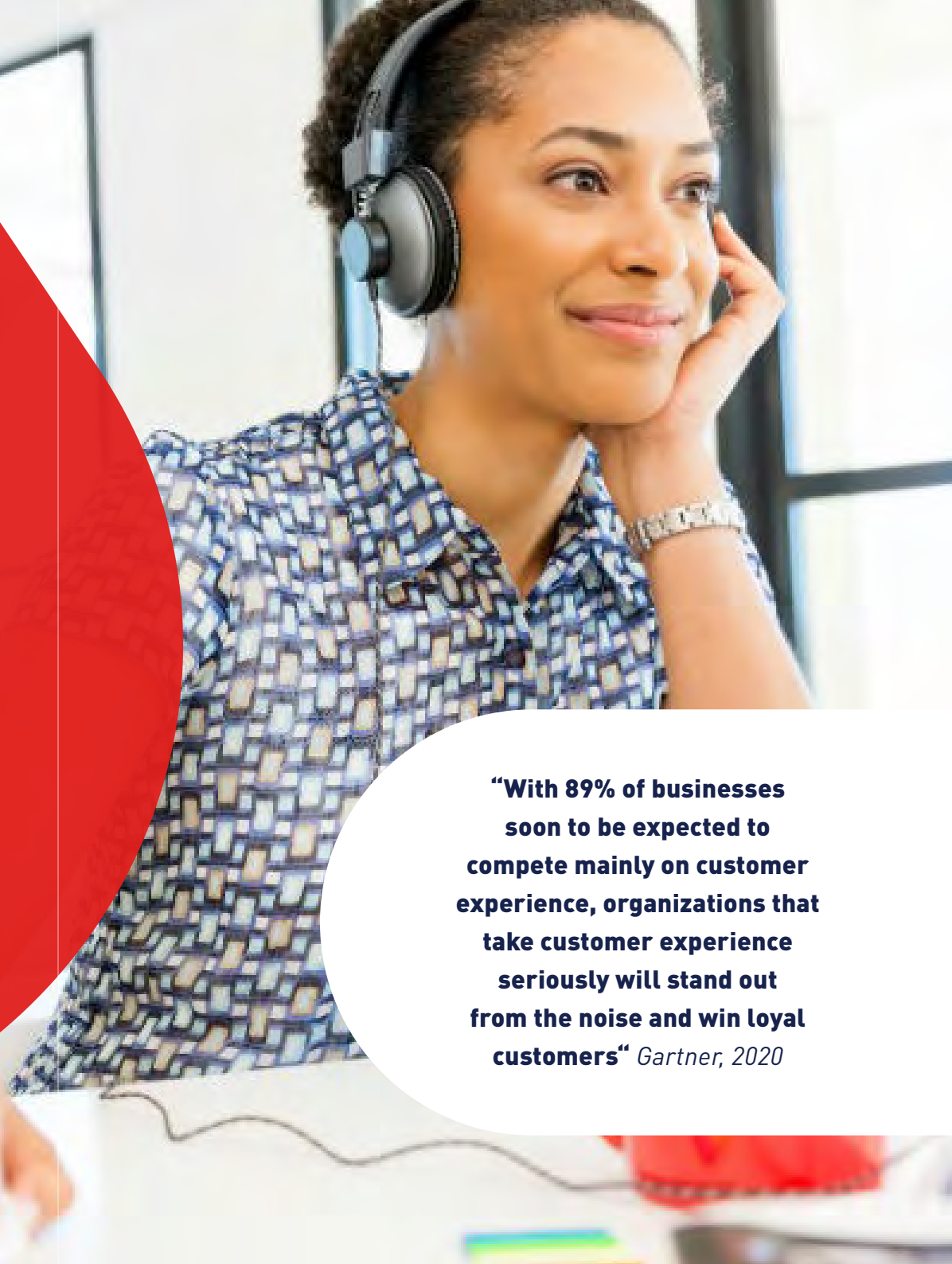
Omnichannel communications made easy

However your customers choose to interact with your brand, you need the right tools in place to deliver a consistent and professional customer experience.
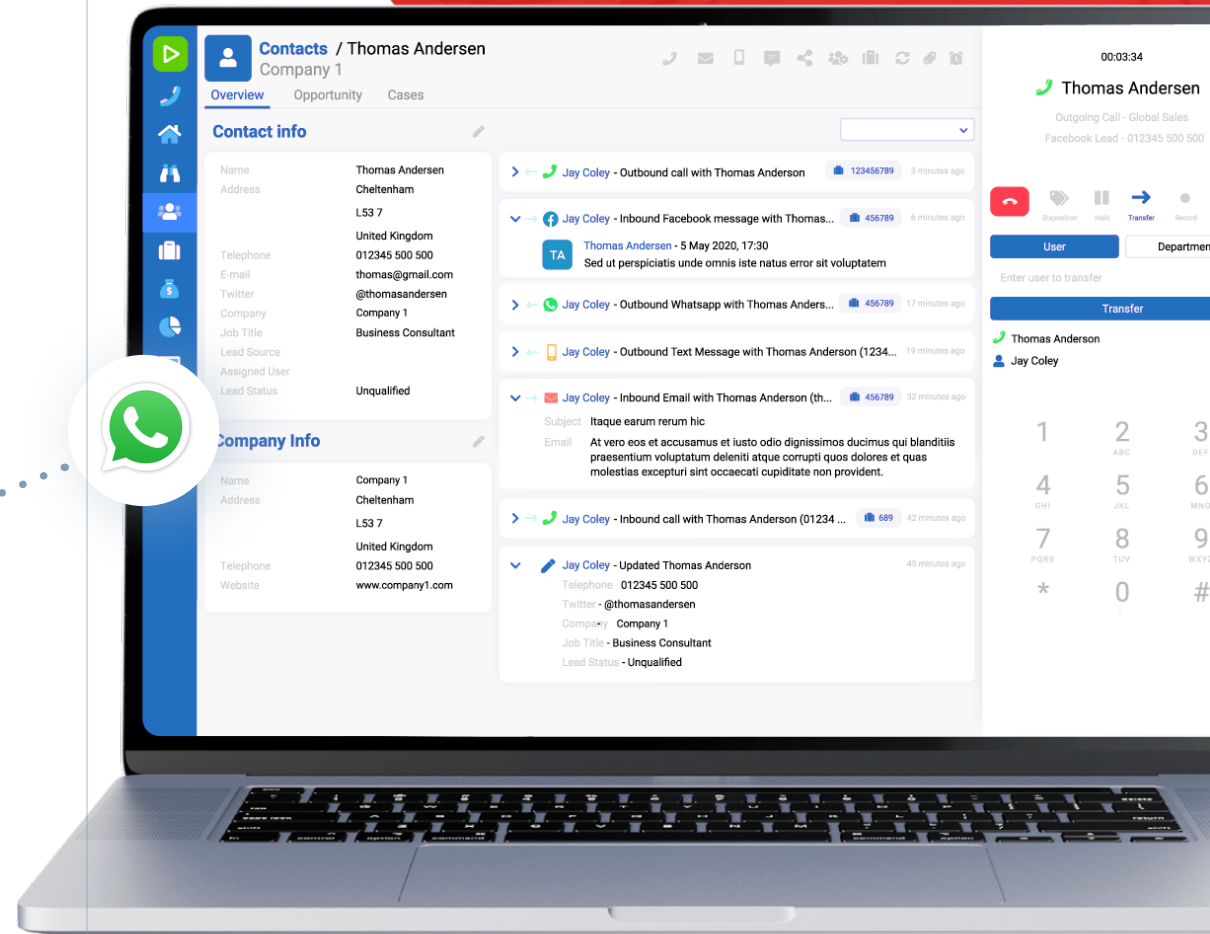
Omnichannel presence

WhatsApp Business, Facebook, Instagram, Twitter, web contact forms and live chat (including chatbots), SMS, email, and phone calls – centralised to a single, intelligent console.

Unified timeline

Agents can view all customer interactions across channels via a unified chronological timeline to ensure a clear 360 view of contact history.

Leverage all the third-party products and services you rely on

Seamless integrations

Integrate with an unrivalled number of business-critical software solutions including leading CRMs, eCommerce and accounting services, marketing tools, and cloud office platforms.

Empower your agents with easy-to-use tools and a 360º view of activity

Agent dashboard

Agent dashboard includes personalised views of workload and activity, enabling agents to plan their day around their calendar, scheduled call-backs, campaigns, and more.
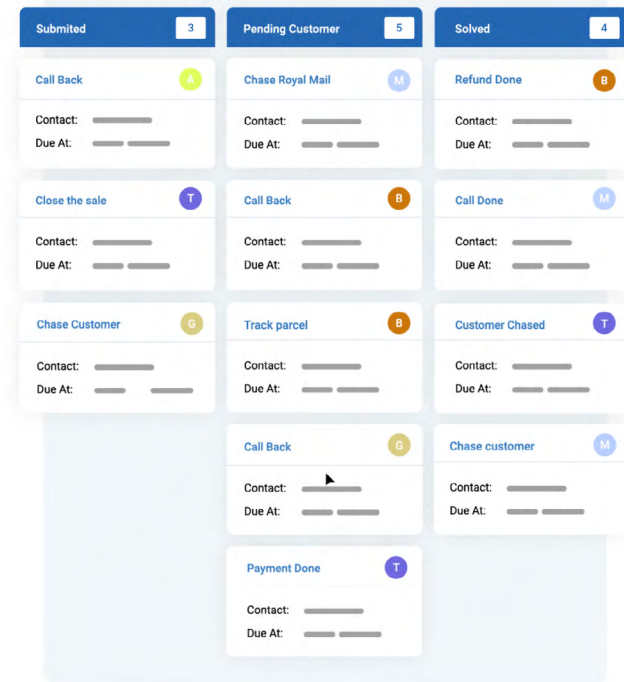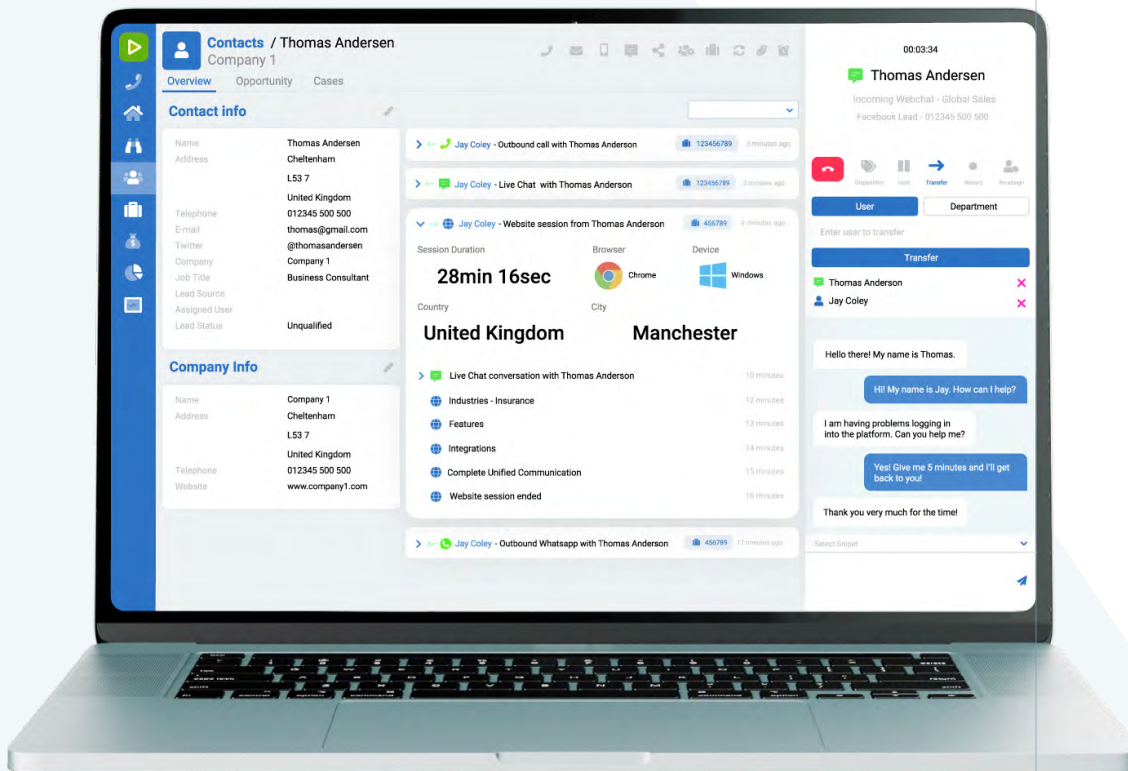
Easy to use ticketing

Create custom tickets to resolve issues, assign them to the correct agent or team & then track them through to resolution, with the ability to prioritise the most important requests.

# Ensure customers reach the right agents first time, every time

Customisable call routing designed to reduce call times while optimising agent efficiency, supplemented with the ability to easily create AI driven automated responses.

"78% of customers now expect consistent interactions across departments."
*Salesforce*

IVR & speech recognition

Intelligent contact routing with multi-level IVR across channels ensures queries reach the correct department to save time, reduce costs and improve customer experience.
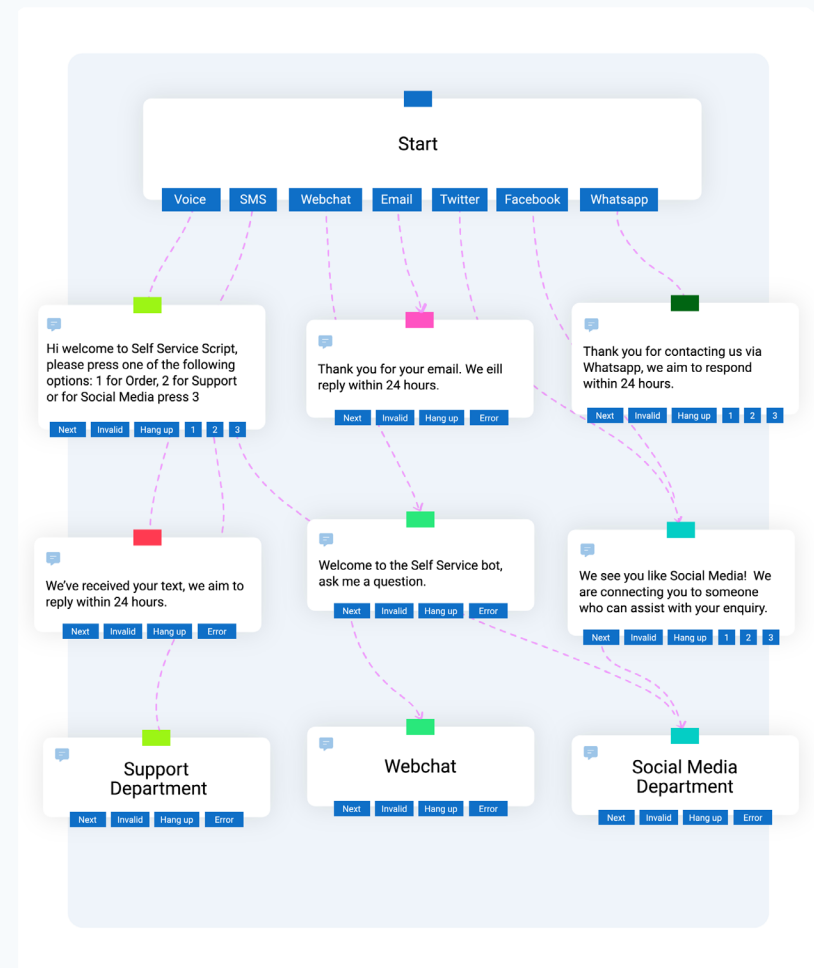
Chatbots & web call-backs

Live chat allows customers to easily find answers while on your website, whether through our advanced chatbot, speaking directly to an agent, or scheduling a call-back to suit them.
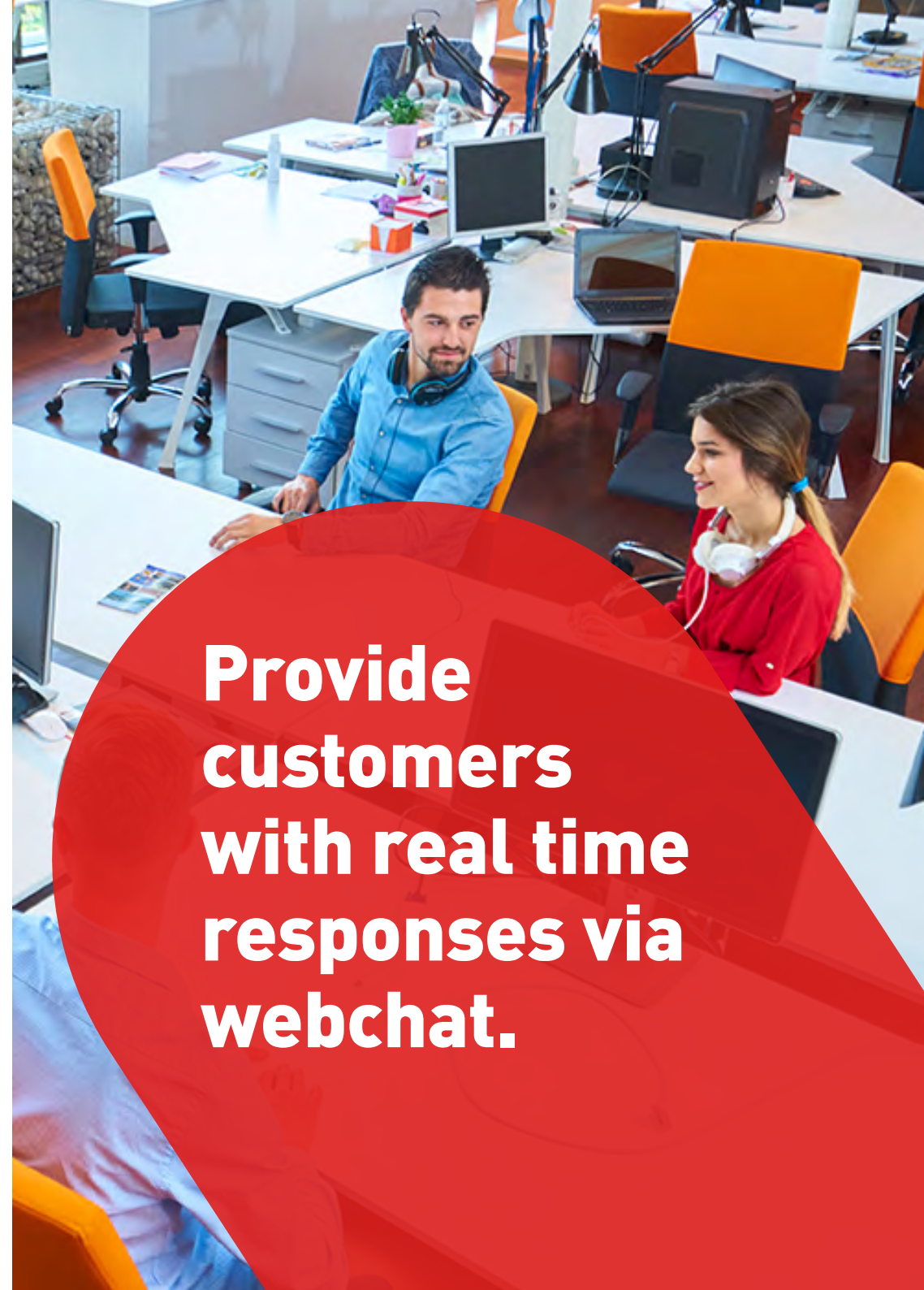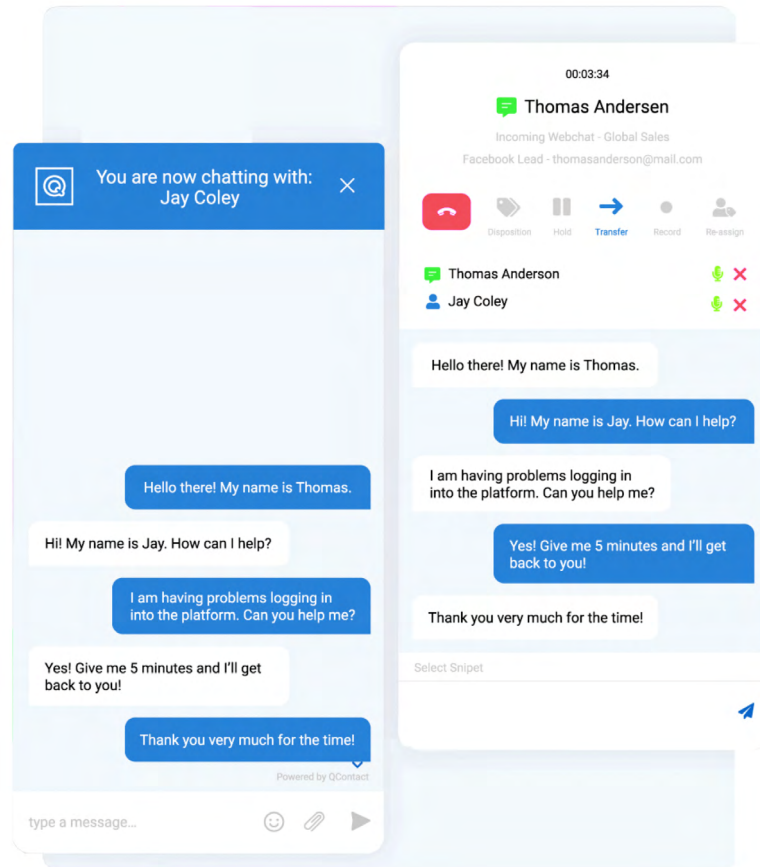
# Provide customers with real time responses via webchat.

Call recording for compliance with analytics you can trust

Whatever the needs of your contact centre, 3Sixty can be integrated seamlessly with our cloud-based call recording platform, Atmos - offering compliant recording of voice, as well as AI-driven voiceand speech analytics.
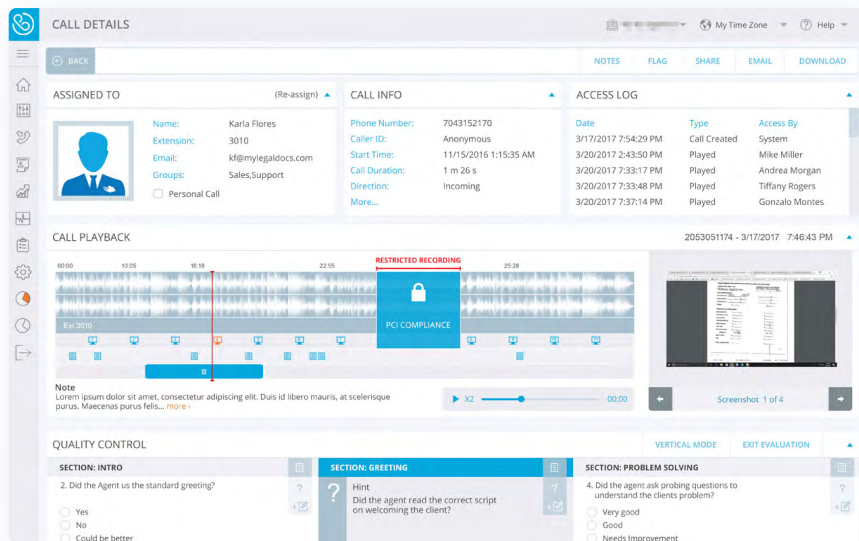
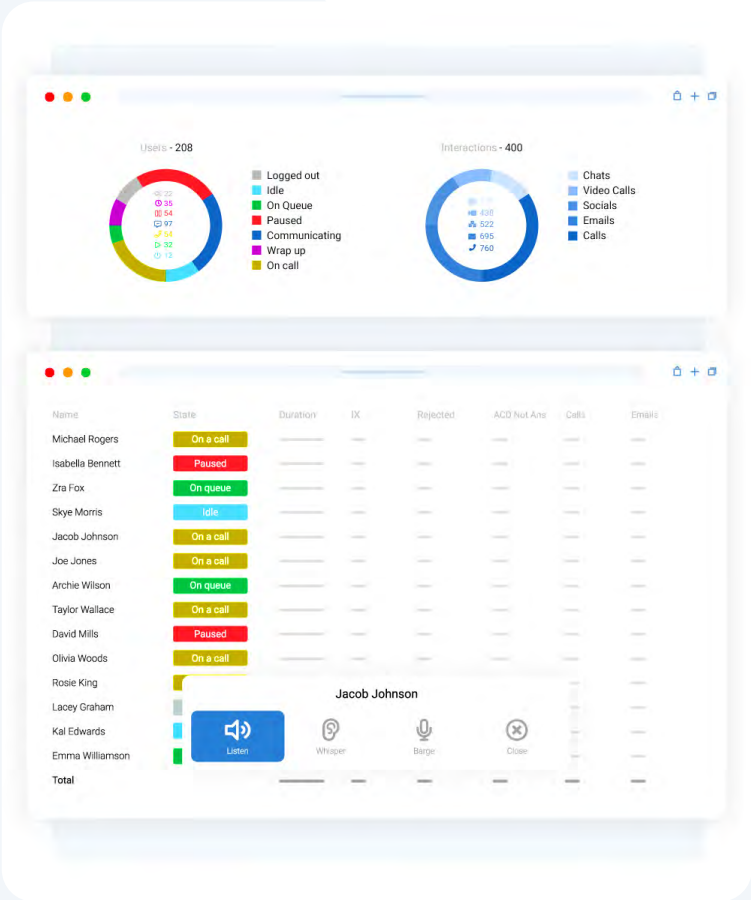## Compliant, secure & redundant

Atmos features 256-bit encrypted storage hosted in 40 global data centres, and meets regulatory compliance requirements including MiFID II, PCI-DSS, HIPAA & GDPR.
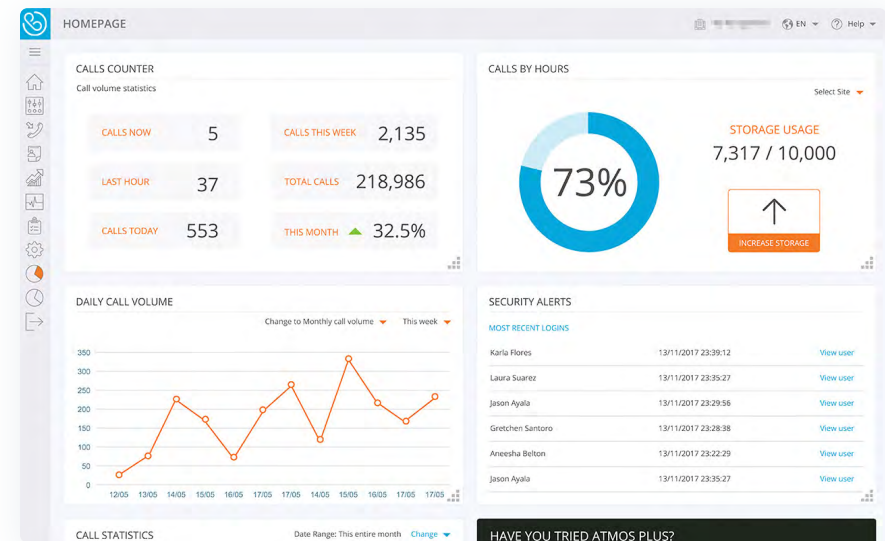
AI-powered analytics

Obtain actionable data through AI-driven speech analytics that can extract keywords and phrases, voice pace, volume, pitch, and tonality to provide sentiment analysis, agent evaluation and customer experience insights.

Provide managers with visibility and control

Advanced insights

Customisable reports and wallboards for conversation history, ticketing summaries, agent and queue performance against SLAs, and more, empowering supervisors with complete visibility and control.

Supervisor view

Monitor all your live stats in real time, quickly identify problems, maintain quality standards, and improve customer experience.
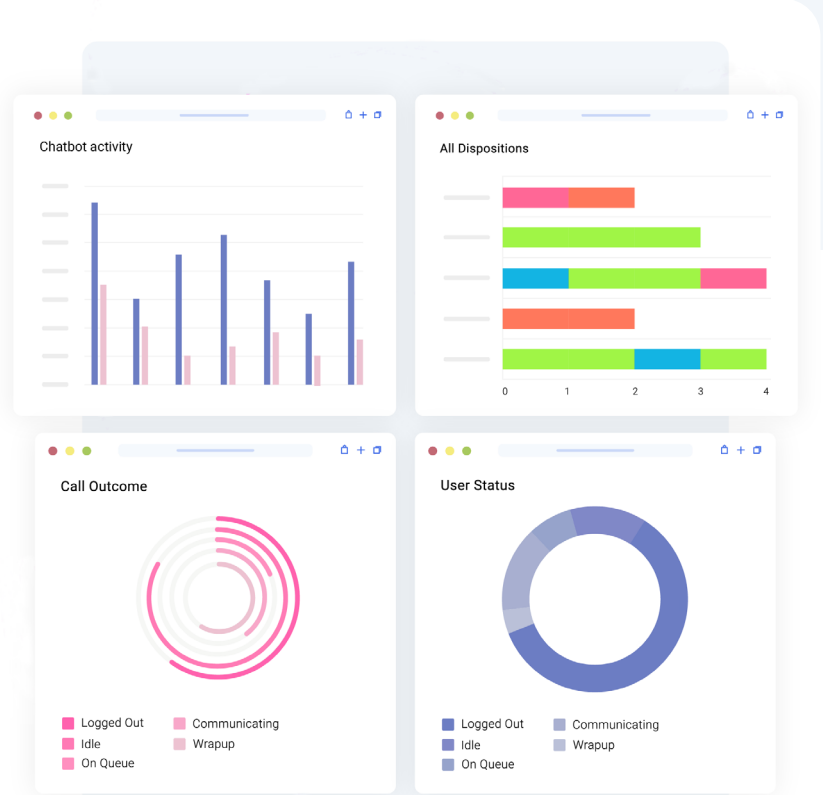
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