Saicom

OmniContact

Use Cases

- ❯ **Sales Teams -** Nurture leads, track progress, and close faster

- ❯ **Marketing Teams -** Segment and target your audience for more effective campaigns

- ❯ **Customer Support -** Provide personalised assistance and build stronger relationships

- ❯ **Call Centres (Inbound/Outbound) -** Empower your teams to manage calls more effectively, reduce wait times, and improve customer satisfaction

- ❯ **Small Businesses or Large Enterprises -** A simple yet powerful contact management solution that fits your budget

In today's rapidly evolving business landscape, effective communication with customers lies at the heart of success. Businesses need more than just conventional communication tools; they require innovative solutions that can adapt to the ever-changing demands of the digital age. Saicom is your trusted partner in communication technology, offering specialised support for businesses of all kinds, including those operating in the dynamic call centre sector.

At Saicom, we understand that businesses of all sizes and industries, especially call centres specialising in both inbound and outbound operations, need a cutting-edge communication platform that seamlessly integrates various channels and empowers them to connect with customers on a deeper level.

Saicom is excited to introduce OmniContact as a service. This powerful Omnichannel solution is designed to elevate your customer communication strategies to new heights, offering a comprehensive suite of features and capabilities that will transform the way you engage with your clients. With OmniContact, call centres can harness the full potential of modern communication technology to foster stronger relationships, enhance efficiency, and drive growth. Whether you are a small business, a sales team, a large enterprise, or a call centre focused on delivering exceptional customer service, OmniContact is tailored to meet your unique needs and empower your contact management efforts.

Many businesses, particularly call centres grappling with disorganised contacts, missed opportunities and inefficiencies in their contact management, will benefit from the comprehensive solutions offered through OmniContact.

Benefits

Enhanced Efficiency
Save time and reduce manual data entry. Automate repetitive tasks and focus on what matters most

Data-Driven Decisions
Gain valuable insights into your contact interactions and adjust your strategies for better results

Built to Scale
Powered by Microsoft Azure, OmniContacts' complete customer engagement platform is built on scalable cloud technology, meaning as your business grows, OmniContact will grow with you

Improved Engagement
Personalise your interactions and stay engaged with your contacts. Boost your marketing and sales efforts

Communication AI
OmniContact can transform your customer communications with unique and powerful AI tools

One Product, One Price
OmniContact is a complete solution. No complicated licensing or optional add-ons. Every feature is available to every user
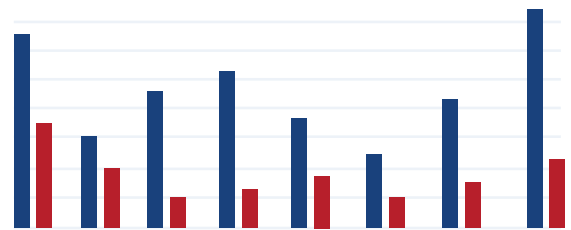
Single Login
Your users can log in and access OmniContact with the same logins they use for all your existing systems, with two-factor authentication, physical tokens and all the other rules your business has set up
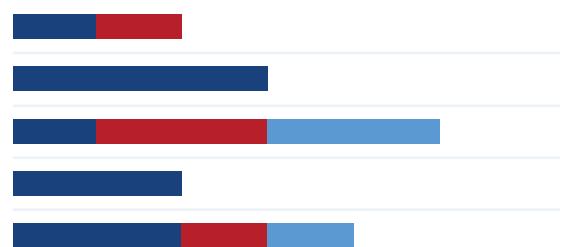
Data Security
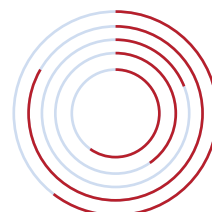OmniContact ensures the security of your data
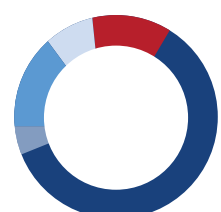
Average Queue Time & Lost Queue Time
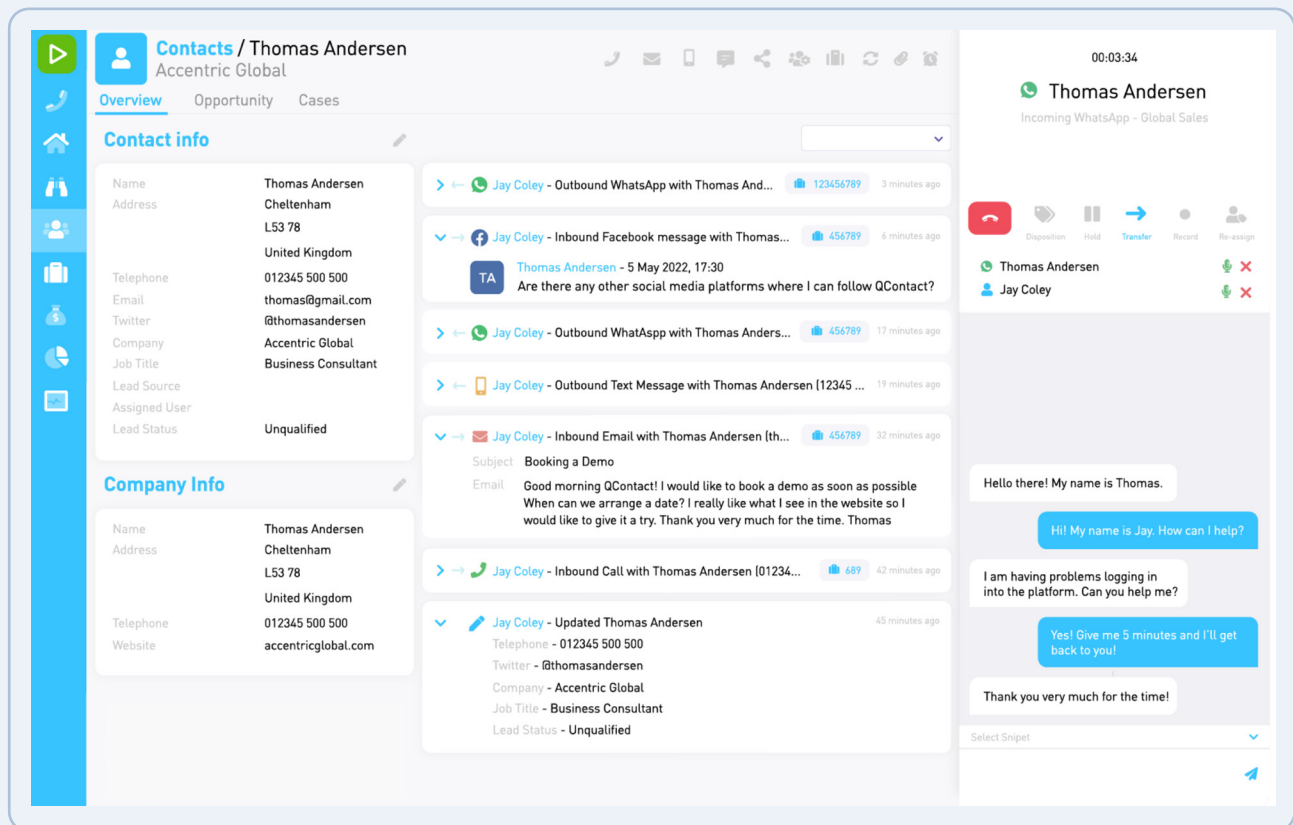
Call Dispositions

Call Outcome

User Status

Key Features

Effortless Contact Management
Categorise, track and engage with your contacts like never before. OmniContact's user-friendly interface simplifies every aspect of contact management

Task and Reminder System
Never forget a follow-up or important deadline again. OmniContact keeps you on track with a built-in task and reminder system

Insightful Analytics
Make data-driven decisions with powerful reporting and analytics tools. Understand your contact engagement and conversion rates

Integration Capabilities
Seamlessly integrate OmniContact with your existing tools and software to create a unified and efficient workflow

CRM
Built-in CRM functionality or integrate with your current CRM

Live Dashboard
See real-time statuses and listen in to your team in real-time

> **Self-Learning**
> OmniContact intelligently learns how to route incoming interactions to the correct departments

> **Automated Dialling**
> Improve agent productivity by having the system automatically make outgoing calls

> **Calling Scripts**
> Present your agents with relevant scripts and information

> **Ticketing**
> Allow your customers to log issues across any channels allowing you to effortlessly track tickets and continue conversations across all channels

> **Call Recording**
> Automatically record incoming and outgoing calls for compliance and quality assurance

> **Voice Quality**
> Saicom's state-of-the-art redundant voice platform, coupled with the implementation of Quality of Service (QoS), guarantees the prioritisation of your voice traffic, ensuring optimal performance and delivering clear, crisp audio throughout your calls

> **Communication Channels**
> Every channel your business needs in a single platform - from calls to live chat, social media to WhatsApp. OmniContact will integrate it all into a single unified platform

Security

OmniContact provides a solution that ensures the security of your data at all steps of the journey – from the customer, to the data centre, through to disaster recovery. Protecting your customer's personal information has always been important. With the introduction of GDPR, CCPA and POPIA, the consequences of any breaches of security have never been more severe. Never mind the reputational damage and the potential media exposure any breach would bring.

OmniContact can address all your business needs

> **Sales Teams**
> Nurture leads, track progress, and close faster with OmniContact

> **Marketing Teams**
> Segment and target your audience for more effective campaigns

> **Customer Support**
> Provide personalised assistance and build stronger relationships

> **Small Businesses or Large Enterprises**
> A simple yet powerful contact management solution that fits your budget

> **Call Centres (Inbound/Outbound)**
> Optimise your call centre operations with our Omnichannel solution. OmniContact is especially beneficial for call centres, empowering both inbound and outbound teams to manage calls more effectively, reduce wait times, and improve customer satisfaction through integrated communication channels and analytics

Some of the integrations available:

Callbi	Dialogflow	Diarize Me	Dynamics	EKM
HelloPeter	HooYu	Instagram	Klawyo	Magento
Office 365	Ozow	Salesforce	ServiceNow	Shipstation
Smile ID	Teams	X	Whatsapp	Woo Commerce
Zendesk	Facebook	Mailchimp	Shopify	Zero