



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.

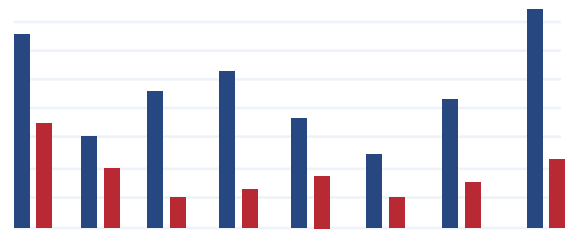
Many businesses, particularly call centres grappling with disorganised contacts, missed opportunities and inefficiencies in their contact management, will benefit from the comprehensive solutions offered through OmniContact.

Benefits

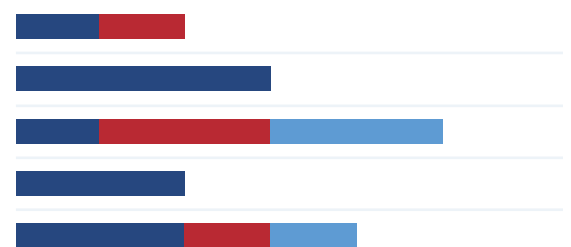
- Enhanced Efficiency**
Save time and reduce manual data entry. Automate repetitive tasks and focus on what matters most
- Data-Driven Decisions**
Gain valuable insights into your contact interactions and adjust your strategies for better results
- Built to Scale**
Powered by Microsoft Azure, OmniContacts' 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



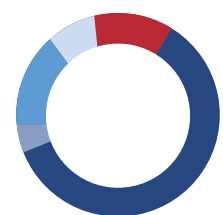
Call Dispositions

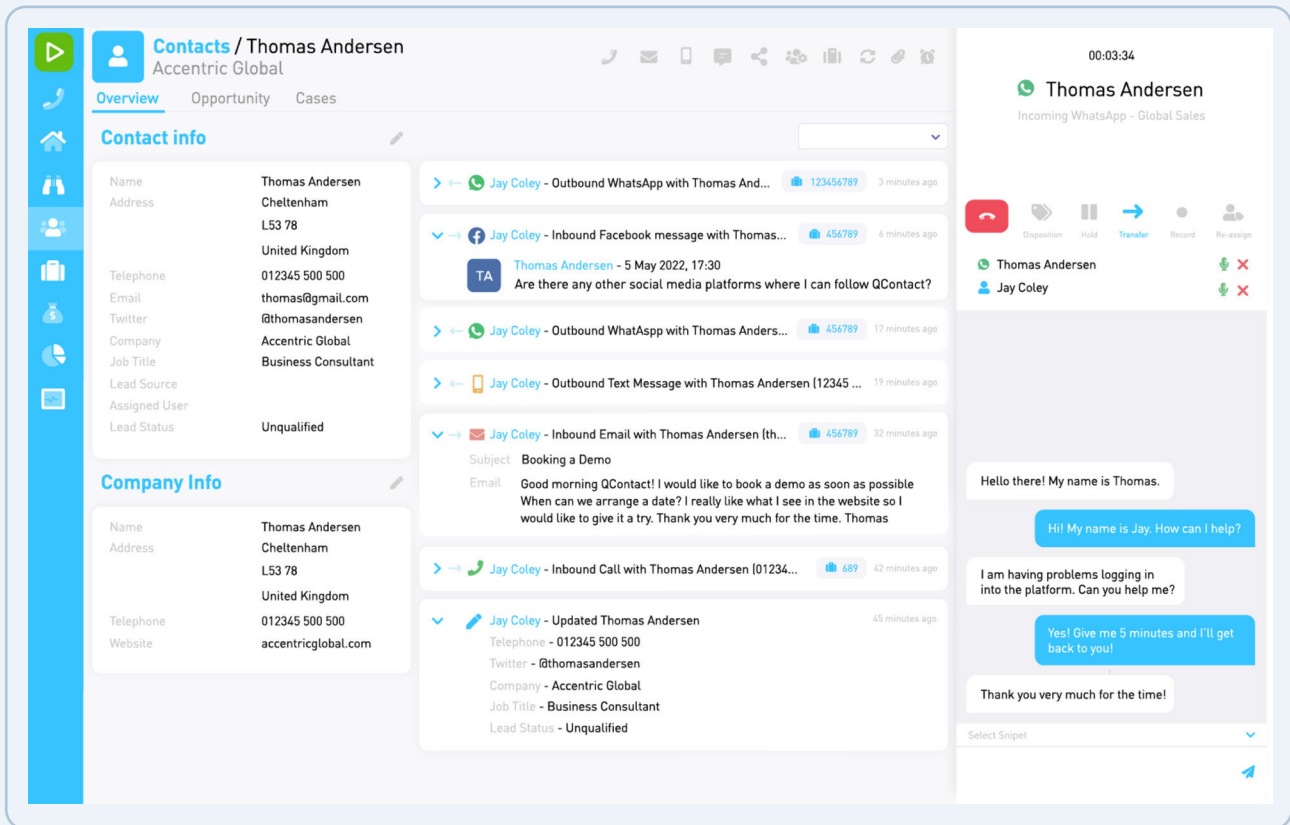


Call Outcome



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

> Customer Support

Provide personalised assistance and build stronger relationships

> 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

> Marketing Teams

Segment and target your audience for more effective campaigns

> Small Businesses or Large Enterprises

A simple yet powerful contact management solution that fits your budget

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



Xero