



QualTact is a fully web based Contact Center Solution that was built with flexibility in mind. QualTact is a full featured Contact Center that can enable businesses to take their customer care needs to the next level.

Business that need the flexibility of detailed and customized reporting, quality analysis or establish coherent Business Continuity Processes, QualTact is the right solution.

Flexible Deployment Options

Deploy with ease on Azure, AWS or Google Cloud Platform. If the business is not cloud ready, it can be deployed on VMWare or Hyper-V, and still be able to drop-in migrate to the cloud tomorrow with no problems.



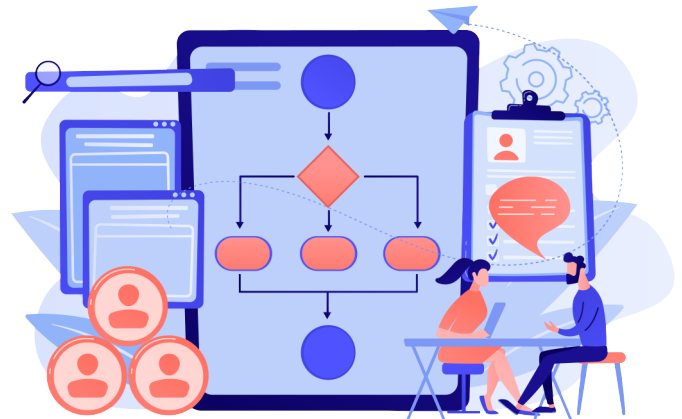
Inbound and Outbound Services

- ACD Routing with multiple queue strategies
- Skill Based Routing
- Integration with Microsoft Teams or PBX to connect to back office
- WebRTC enabled Agent Interface - Agents can connect from anywhere
- Auto Dialer with Preview and Timed Preview mode
- Campaign Management
- Callback features



IVR Designer

- GUI Based drag and drop designer
- Rich IVR Call flow development
- Easy to integrate any ODBC database
- 3rd Party REST API Integration
- Working/Holiday based IVR Routing
- In-built TTS Engine



Quality Management

- Built-in IVR scripts for Quality Survey
- Standardized NPS results
- Live call monitoring
- Recording Management
- Quality evaluations with scorecard templates

Reports and Wallboard

- Out of the box details reporting
- Customizable and flexible reports with 3rd party REST API integration
- Complete tracking of interaction and audit trails
- Highly customizable Real Time Wallboard with Live status and SLA tracking

