



WELCOME TO OUR

Monthly Newsletter



Quality Management

Traditional call reviews are time-consuming and limited. With CommContact Centre’s AI Quality Management, every call is automatically processed and analysed.

Ideal for	Benefits
<ul style="list-style-type: none"> • Organizations seeking to replace manual call evaluations with AI precision. • Teams requiring real-time performance feedback. • Businesses looking to enhance QA efficiency. 	<ul style="list-style-type: none"> • Transcribed to Text: Enables searchable call records, eliminating manual note-taking. • Summarized Automatically: Highlights key points within seconds. • Sentiment Analysed: Detects customer emotions – happy, neutral, or frustrated. • Performance Scored: Objectively evaluates agent behaviour using predefined metrics. • Early issue detection, better agent coaching, and consistently excellent customer experiences.

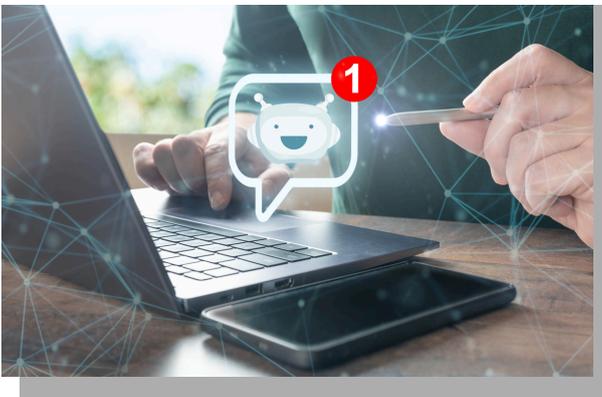


Call Transcription

Powered by Speech Recognition and Speaker Diarization identifies & separates different speakers in the audio recording, so you know who said what and when.

Ideal for	Benefits
<ul style="list-style-type: none"> • Businesses needing accurate call documentation • Teams analysing call content for training & compliance. 	<ul style="list-style-type: none"> • Speech Recognition: Converts spoken words into accurate text. • Speaker Diarisation: Identifies and separates voices, making it clear who said what.

Knowledge Base for Email Responses



Faster, smarter email replies with AI-powered support

Ideal for	Benefits
<ul style="list-style-type: none"> • Support teams handling high email volumes. • Organizations seeking consistent tone and information. 	<ul style="list-style-type: none"> • AI Suggestions & Templates: Speed up response time with ready content. • Build Helpdesk Knowledge: Create and approve reference materials. • In-CRM Assistant: Find and insert helpful info instantly during replies.

Chatbot for Omnichannel Engagement



Powered by Speech Recognition and Speaker Diarization identifies and separates different speakers in the audio recording, so you know who said what and when.

Ideal for

- Businesses with diverse communication channels.
- Teams aiming to reduce manual workload.

Benefits

- **Omnichannel Support:** Website, email, chat, social media, call centre & more.
- **Centralized Data:** Enhances context and efficiency.
- **Uses AI Tech:** NLP, ML, Sentiment Analysis, Generative AI, Dashboards, etc.
- **Smart Routing:** Prioritizes queries using customer history and behaviour data.

Sentiment Analysis

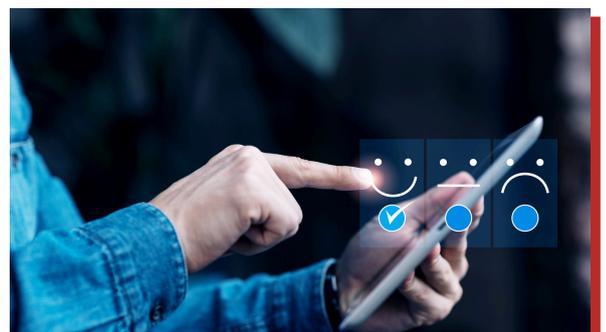
Ideal for

- Quality assurance teams.
- Customer service departments aiming to monitor emotional tone.

Benefits

- Emotional tracking in real-time.
- Enhanced QA with integrated historical data
- Prompt agent suggestions using AI-driven insights.

It helps organizations understand how customers feel during interactions—whether they're happy, angry, frustrated, neutral, or satisfied. It includes Past interaction history, QA of calls & chats, Sentiment detection and AI-driven knowledge base access for real time suggestions & responses.



Chatbots to Live Chat Integration



When customers are in a call queue, instead of waiting they are given an option for call deflection on the third busy tone, customers can press a number on the IVR. This triggers an automated WhatsApp message offering: Instant self-service via chatbot or the option to chat with a live agent

Ideal for

- Organizations with high call volumes.
- Teams aiming to improve resolution times.

Benefits

- Deflection from call queue to WhatsApp chatbot.
- Live chat option with agent escalation.
- Custom Pre-chat Forms: Collect key details upfront.
- Guided Buttons & Input Options.
- CRM & Database Integration.
- Live Agent Handoff when needed.
- Timeout Notifications & Session Continuation.
- Post-Chat Surveys for feedback collection.

Social Media Channels



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