COMMSOUTH NEWSLETTER

CommSouth

AI - POWERED
COMMCONTACT CENTRE

In today's rapidly evolving, customer-centric world, businesses need more than just a basic contact solution—they need an intelligent platform that drives exceptional service.

CommContact Centre Software Solution (CCC) is designed to simplify and elevate your customer experience with

- Intelligent routing
- Multichannel integration
- AI-powered engagement tools.

As businesses increasingly communicate through phone, email, chat, and social media—and as customer expectations evolve—AI tools become essential for reducing wait times, close to precise answers, and accelerating responses.

AN INTELLIGENT PLATFORM FOR EXCEPTIONAL SERVICE

COMM CONTACT CENTRE

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COMM
CONTACT CENTRE

HARNESS THE POWER OF
AI
FOR SUPERIOR CLIENT HANDLING

Powerful features

- AI Powered Quality Management
- AI Call Transcriptions
- AI Knowledge Base for Email Responses
- AI Chatbot
- AI Sentiment Analysis
- AI Chatbots to Live Chat

FEATURES AT A GLANCE

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

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

- **AI Knowledge Base for Email Responses** - Faster, smarter email replies with AI-powered support

- **AI Chatbot** - CommContact Centre Chatbot provides automated response and allows users to switch between channels without losing context.

- **AI Sentiment Analysis** - 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 and chats, Sentiment detection and AI-driven knowledge base access for real-time suggestions and responses.

- **AI Chatbots to Live Chat** - 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.

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WHY CHOOSE COMMSOUTH

30 YEARS OF VALUE

Easy to reach: You can reach out to us 24/7, and we will ensure your problem is first heard out and responded to.

Flexibility: Select a licensing model that aligns with your business strategy

Expert Long-term Support: Benefit from our dedicated team committed to give you continuous Upgrades, Patches, Versions and On call support.

Proven Solutions: Trusted by industry leaders across various sectors for over 30 years.

Contact our sales team today for AI powered solutions for your business.

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