



Contact Centre Solutions **Cradle**



**Global Telecom
Solutions Provider**



Countries

Contact centers agents and customers are located in various places, spanning over 3 continents. Soon we shall be global.



Percent

Our Products achieve globally 99% up time on software and hardware. We are trying to improve on same.



Interactions

Our solutions in UC and CC to large number of customers do huge number of interactions and transactions and we trying to make it better

Cohesive Technologies is a Global Telecom Solution Provider on VoIP and IP Platform as well a leading Integrator and Solution Provider with the Best Innovative IP Solutions.

Working with Technology Partners like **Grandstream, EPYGI, 2N, Aculab, DIGIUM & Eurotech** help us delivering state-of-the-art-technology Products to Premise and Cloud based requirements for various companies that span across multiple segments.

Cohesive increase in customer satisfaction level and the repeat business growth directly points towards the customer delight which is a Prime focus of every Cohesian.

Competitive Advantages

Comprehensive portfolio of IP voice/video communications and video surveillance solutions

Unrivalled leadership in price-to-performance ratio

Broad interoperability with the majority of 3rd party SIP products on the market

Advanced voice and video algorithms for crystal clear audio and video transmission

Integration of IPPBX extensions on back office with contact centre agents can help you get a converged solutions which is customisable, reliable & manageable.



CONTACT CENTER



IVR PLATFORM

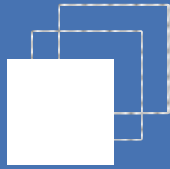


**CUSTOMER SERVICE
PLATFORM**



CALL TRACKING

Modularity Scalability



Cradle supports Modular Architectures, our modules of IVR/ACD/Dialer/Logger/Voice Blasters can be added on core module whenever customer needs with increase/decrease of seats. All our modules are demand value add modules.

Support which enlighten your business



Cradle core offers a holistic support services by quick resolutions of issues of all products. Cohesive first call resolution, staff efficiency & occupancy helps to achieve a delighted customers.

Consulting



Cohesive has a vast experience in VoIP Services & Business Solutions in UC/CC and Surveillance. We can help in understanding the metrics and establishing a strategy to achieve operational excellence.

Multi-channel



Cradle integrates the most wanted applications for inbound & outbound. Voice, Email & SMS Traffic with a very user friendly web interface.

360° Services

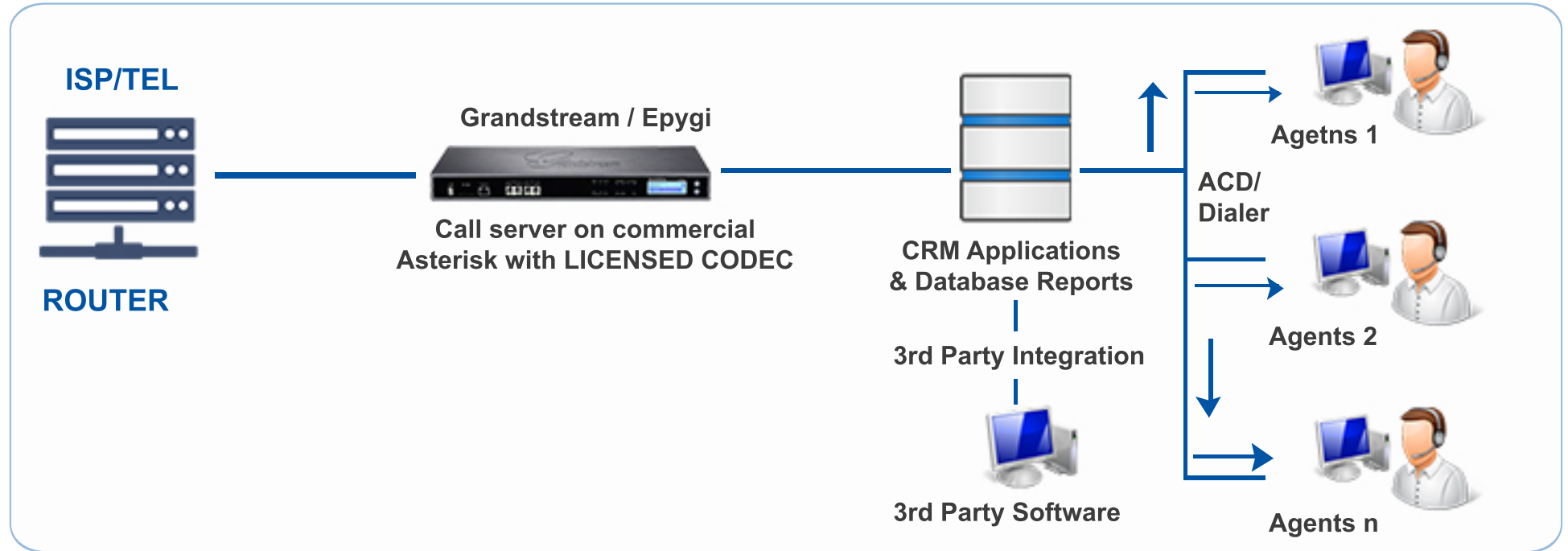


Cohesive not only helps with the technology but can provide you with all required Telecom and Data Infrastructures to run a stable operation. We work like one single window for the customers. (Infra services available only in INDIA)



On-Premise Contact Center

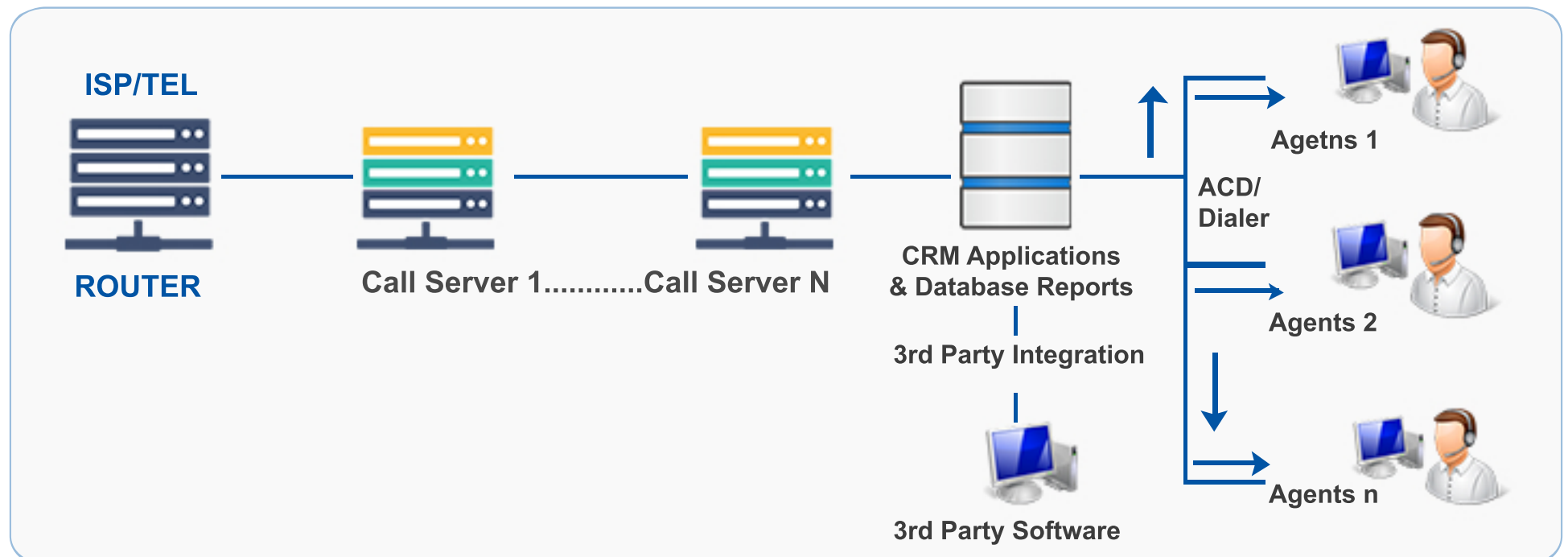
Cradle On-Premise Contact Centre Solution



Competitive Advantages

- No Multiple call servers required.
- Work on Commercial asterisk with licensed codec
- MTBF - High
- Negligible power consumption which results to enough power saving
- No restarts of call servers required
- Built-in 5 level of IVR designer
- Built-in basic CRM Scriptor
- Licensed codec for voice & video resulting low bandwidth

Competition



Genius Routing

Route the calls based on a large variety of parameters such as:

- Agent skills
- Performance track records of the agents
- Customer status (VIP, urgent calls,...)
- The calling number
- The caller number
- History
- Working /non working hours
- Any other information from your CRM
- Any other business rule you may have



Outbound

Campaign management in three different modes :

- Preview dialer
- Progressive dialer
- Predictive dialer

Great Business Analytics

Your call center is a key business asset. Maximize your investment by improving your KPIs

- First call resolution
- Grade of service (number of calls answered within x seconds)
- Seat capacity vs answered calls
- Lost calls step analyzer
- Agent occupancy
- Abandoned calls
- Calls answered
- Calls offered



Enhance Business Experience

Convert your calls while the customer is hot

- Web Call back
- Automated abandoned call back

Quality Controls & Full Business

At any time you can control the calls & rate them:

- Call recordings
- Call evaluation
- CDR – Call details recording
- First call Resolution audio records
- Phantom calls audio records
- Web-based interface for managers and administrators



In the Operation Room

- Dashboard
- Large choice of ring call strategies
- Possibility of auto-answer on headsets
- Call whispering and spying
- Skills display
- Personal authentication
- Hot desk

CRM Integration & CRM Scripter

Profit in Mini CRM Scripter as well as we can do 3rd party CRM Integration

- Pop-up screen
- Click to call
- Click to transfer



Multi-Channel

Your customers are willing to interact through all the channels that are available with their smart phones:

- Voice
- SMS
- Email
- Video
- Twitter
- Facebook
- Chat



Cohesive Technologies came across as the most flexible team to design a Contact Centre Solution .We are very happy with the performance of the product & wish the very best to Cohesive Technologies for future endeavours.

Bhavneet Kaur (Sr. Product Manager)



Cohesive Technology not only understood our Requirements but did Acted as a solution architect & suggested us to integrate Help desk with Back office Solution. Their Knowledge not only on VoIP but also on TDM helped us integrate the Legacy Trunks with Contact Centre (Ameyo) & State of Art IPPBX (Grand stream).

Rajesh Loomba (MD Eco Rent a Car)



Esteemed Customers

Real Estate

Education & Healthcare

BFSI

E-Commerce & Enterprise



"The Products Portfolio they carried of the Best Brands in the world and as well seeing their credentials and Presence at APAC Level made us rely on their Competence and hence made us choose them as our Value integrator."

Prashast (Sr. Vice-President, NIIT Smart Serve)



"Cohesive Technologies gave us solutions post understanding our requirements & optimising our existing infrastructure ,they not only helped us the extensive Contact solutions integrating it with our TDM Nortel but also helped us with SIP PBX at Medanta Clinic & integrating it with Medanta Gurgaon."

Mr. Harmandeep
(Infrastructure Head, Medanta the Medicity)



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