# **Cloud contact center** solution that fits the way you work

Fully customizable with no user coding required, our platform is equipped with powerful features to level up the full scope of your contact center activities.

# Why companies love working with VCC Live

#### **SET-UP AND SELF-MANAGEMENT**

"Integration takes little time and we never need IT support – we can quickly tweak everything ourselves." Head of Customer Support, Waberer

#### FEATURES AND PRODUCTIVITY

"We're reaching over 30% more customers through features such as the predictive dialer." Head of IT CEE, Telemarketing International

#### **REMOTE WORK AND MONITORING**

"We moved 2,000 employees to remote work in just days and now manage them better than before!" Planning & Forecasting Manager, Provident

#### G VCC:Live Five SENESYS **Meets Requirements** 8.8 🌟 8.1 8.8 ★ Ease of use 8.1 Ease of Setup 8.8 🌟 8.1 **Quality of Support** 8.8 ★ 8.1 Partnership 8.8 🌟 8.1

**Product Direction** 8.8 🛨 8.1

### Check out the full comparison here

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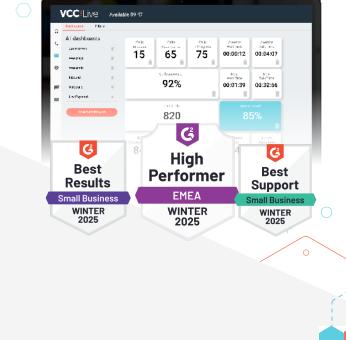
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# **Driving key efficiencies for clients** across multiple sectors





# Grow your contact center capabilities with a host of intelligent features



**Predictive Dialer** 

Maximize talk time (up to 40 mins per hour) and maintain an abandoned call rate of less than 3%.



Live dashboards

Track performance in real time using a host of best practices and custom metrics.



#### VCC Live Pay

Conduct highly secure, over-the-phone transactions to speed up customer payments.



ACD

Instantly assign callers to the right agents to optimize queues and keep customers happy.



# IVR

Automate high call volumes with interactive voice response to cut unnecessary work.



## VM detection

Precisely detect voicemail messages to maximize call time and productivity.

# Engage customers by switching between the channels they prefer in real time

Voice	Email	SMS	
Provide customers	Prioritize and	Instantly send out	
with exceptional	automate customer	mass notifications	
voice quality	communications	and confirmations	
Live Chat	<b>WhatsApp</b>	Messenger	
Enable instant	Engage via the	Connect via the world's	
converstions online	world's most popular	biggest social media	
with customers	messaging app	platform	

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# Discover how our platform will work for you

**GET STARTED**