

MA

Maria Antónia

+244 923 • • • 118 · Support

04:12

3

waiting

14

talking

92%

SLA

|| Hold

🔇 Mute

→ Transfer

DTMF

📞 End

Available

Campaign · Support

Ext. 1042

Incoming

+244 91 • • • • • Sales

00:06

Callback

Pedro N. · 10:30 · Renewals

due

Hello, I would like to renew my plan.

Done. The new plan starts tomorrow. Anything else?

AC Ana C. ● 03:41

RM Rui M. ● WhatsApp

OMNICHANNEL CONTACT CENTRE

Every call. Every chat. One console.

Voice, WhatsApp, Messenger, Instagram, Telegram and email, with supervision, reports and your service desk in one platform.

 Voice
  WhatsApp
  Messenger
  Instagram
  Telegram
  Email

01

Voice

Inbound, outbound and IVR on your own trunks.

02

Messaging

WhatsApp, Messenger, Instagram, Telegram and email in one inbox.

03

Supervision

Live wallboard, follow-up and quality audits.

04

Integration

Service desk, CRM and your own systems.

5

messaging channels plus voice

11

modules in one console

4

interface languages

100%

on-premises, your data



MODULE MAP

11 modules. One console.

01 Inbound voice & routing

Shorter waits, fewer transfers and consistent service inside and outside office hours.

02 Outbound campaigns & dialer

More conversations per agent hour, with the list, the script and the outcome in one place.

03 Agent console

Faster handling and shorter training: everything an agent needs is one click away.

04 WhatsApp

Serve customers on the channel they already use, with the same queue rules as voice.

05 Messenger, Instagram & Telegram

One team answers social media and messaging apps with service-desk discipline instead of a shared phone.

06 Email

No lost emails and no double replies, with response times you can measure.

07 Live supervision & follow-up

Supervisors manage by exception, with the evidence on screen.

08 Reports & recordings

Management decisions based on the same numbers the team sees every day.

09 Forms, dispositions & audits

Clean data at the end of every contact and a quality loop that closes.

10 Tickets & ITSM integration

Customer requests become tracked work items instead of notes on paper.

11 Administration & security

Control who sees what, prove it, and keep the platform under your governance.

HOW WE DELIVER

01

Discover

Channels, queues, teams, numbers and the systems to connect.

02

Configure

Campaigns, IVR, forms, dispositions, roles and branding.

03

Connect

SIP trunks, WhatsApp lines, social accounts, mailboxes and the service desk.

04

Go live

Agent training, supervised first days and the indicators to follow.

DEPLOYMENT OPTIONS

On-premises

Docker-based stack in your data centre. Data, recordings and conversations never leave your network.

iSOFT hosted

Operated by iSOFT in Angola with daily backups, monitoring and a service level agreement.

Hybrid

Platform on premises, WhatsApp and social connectors through iSOFT's public endpoint.

