

Contact Centre PBX

CipherWave's Contact Centre PBX (**PBXware Contact Centre Edition**) is an **omnichannel contact centre solution** that enhances customer engagement and agent productivity by unifying voice, messaging, chat, email and social channels in one platform.

Business Benefits

- Streamline customer communication across all channels
- Improve agent efficiency and response times
- Provide real-time insights and reporting
- Enable inbound, outbound, and blended contact handling
- Improved customer experience with consistent omnichannel support
- Enhanced agent productivity via consolidated interface
- Better decision-making with actionable analytics
- Simplified CRM and telephony workflows
- Scalable across small to large contact centres

Features

Voice Channels

- Inbound, outbound, and blended calling
- Automatic Call Distribution (ACD)
- Callback support and dialer strategies
- CRM integration for caller context

Omnichannel Messaging

- SMS** messaging support
- Live Chat** with real-time agent reply
- Email** interactions with full conversation history
- Integration with **Facebook Messenger** and **WhatsApp**

Real-Time Analytics

- Live queue and agent performance monitoring
- Blended and per-channel reporting
- Scheduled reports and dashboards

Features

Agent & Supervisor Tools

- Intuitive agent interface
- Supervisor view with detailed monitoring
- Priority routing and queue management features
- Unified customer conversation history across all channels
- Dynamic routing and workload distribution strategies
- Four outbound dialer strategies: Power, Progressive, Preview, Voice Messaging
- Chatbot and automated session handling
- Real-time wallboards and performance metrics

Considerations

- Requires reliable internet and backend PBX integration
- Proper setup needed to fully utilize omnichannel features
- CRM and channel connectors may require configuration

ABOUT CIPHERWAVE

CipherWave is an established South African, Tier1, Internet Services Provider(ISP). We are a Verified B-BBEE Level 1 contributor. Our strong partnerships allow us to provide best-in-class, global, enterprise-grade technology-combined with our expertise, we deliver tailor-made, scalable, CONNECTIVITY, VOICE, CLOUD and SECURITY solutions, to fuel your business ambition. Our differentiator is the quality of our service, driven by our relentless focus on customer experience. We Own and Manage our network, cloud and voice infrastructure, which enables us to provide fast, reliable and efficient service and support to our customers.