

Dialog Cloud-Based Contact Center



Dialog cloud-based contact center solution is a comprehensive, unified voice communication platform which facilitates agents to be in contact at multiple locations of the company through a virtual network.

This is delivered as a hosted service for any company to set up a call center service quickly and efficiently or improve the existing call center functionalities with best industry practices. Through this solution you will be able to avoid large capital outlay and the expense of running an on-site call center.



Key Benefits



User friendly web application enabling remote working



Facilitate business SMS, live chat, call or meet with website visitors



Facebook messenger & video conferencing integration



Call Center Reporting – user activity, team queue, SLA and more



Queue Strategies and real-time statistics with CRM integration



Offer real-time support, barge in, listen-in and whisper to agents' calls

Key Features

Real Time Statistics & Monitoring

Switchboard/ Wall board for real time queue monitoring and check agent statistics with built-in reports.



Call Center Reporting

How long do your agents spend on a phone call? What's the number of calls they make and receive? What is the overall performance of your queues? SLA statistics, unanswered calls, abandoned calls – all included in 3CX advanced reports.



Work remotely with 3CX apps

Work from anywhere with 3CX by connecting to your call centre from office, from home or when you are on the move (Through mobile client).



App free web conferencing

Connect, meet and collaborate on any device: mobile or web browser with no extra cost, no time restrictions.



Integrated contact center

Easy integration with your CRM, ERP or accounting system, especially with 3CX supported CRM system.



Live chat & call with website visitors

Connect with website visitors over web live chat. Through web live chat, agents can provide real-time advice to visitors on products and services.



Manage Facebook messages from 3CX

New support channel to improve response time. Simply integrate with Facebook account and assign incoming chats to a specific queue, and agents are able to respond without opening Facebook app.



For more details:



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