ARMit
Your Plain Language Computer Guys
011 795 1159
011 794 6275

Contact Centre Solution

Locally developed, feature-rich, cost-effective & easy-to-use.

Get a **powerful & intuitive**
cloud contact centre solution
with custom integrations and lightning fast deployment.

1. TRAINING

Efficient administration, supervisor and agent training automated on-boarding and in app guidance at any moment of need. This adds an exceptional amount of efficiency in getting new employees trained on how to use the system.

2. TMS USER MANAGEMENT

Security and access is at the heart of our platform. Every user can have different access rights. This ensures that managers, users and user groups only see and work with what they need. All events are tracked for accountability.

3. AGENT WORKSPACE

Security and access is at the heart of our platform. Every user can have different access rights. This ensures that managers, users and user groups only see and work with what they need. All events are tracked for accountability.

4. DISPOSITIONS

Efficient administration, supervisor and agent training automated on-boarding and in app guidance at any moment of need. This adds an exceptional amount of efficiency in getting new employees trained on how to use the system.

5. DATA REPORTING

Having rich, relevant data at your fingertips is the best way to run a successful contact centre which is which is why we focus on delivering best practice reports along with additional unique features that look at agent productivity in relation to their time management i.e. around productive vs non-productive use of their time.

6. CALL RECORDING

Our contact centre suite comes with secure call recording functionality stored for 5 years as standard. It offers an easy-to-use search interface with live browser playback.

Contact Centre Solution

Locally developed, feature-rich, cost-effective & easy-to-use.

7. SCRIPTING

If you are running a campaign and want to ensure that the introduction messaging is perfect then scripting is a great way to train and ensure that agents maintain a high standard of clear communication with customers.

8. PAUSE CODES & AGENT LOGIN WORKFORCE MANAGEMENT

Our system gives you the ability to create custom Pause Codes that can be set to productive or unproductive Pause. This is a super-useful Workforce Management feature that can seamlessly assist you in monotoring and capturing your agents' time, attendance, participation and availability.

9. PREVIEW DIALER

Do you want to increase sales without burning through expensive contact lists? Our Preview Dialer offers a feature-rich dialer with full campaign management, sticky agent, dispositions and adjustable call frequencies.

The agent works a lead from cradle to sale and before the call is automatically generated the agent has time to preview who they will be speaking to, so they are prepared when the call is automatically generated. We see that Preview Dialers have a much higher conversion rate compared with a Predictive Dialers.

10. POWER DIALER

This is probably the smartest dialer available, especially if you are looking to get the best of both worlds. It is as fast as a predictive dialer and uses the same cradle to sale methodology as a Preview Dialer. It has a similar dialing algorithm as a predictive dialer but it differs in that the agent works number of leads per campaign instead of numbers of calls made per campaign.

It includes the features of a Predictive Dialer in voicemail detection and in being able to set dial ratios but where it differs is that the agents can work their leads from cradle to sale which results in a more proactive, prepared agent and thus higher conversion rates.

Your Plain Language Computer Guys
ARMit
011 795 1159
011 794 6275

Contact Centre Solution

Locally developed, feature-rich, cost-effective & easy-to-use.

	Super Agent	Ultra Agent
5 year data retention	✓	✓
Advanced Queue Participation	✓	✓
Whisper, Spy, Barge	✓	✓
Call Recording	✓	✓
Agent Browser application	✓	✓
Advanced Agent Wallboard	✓	✓
Agent Workspace	✓	✓
Agent Analytics	✓	✓
Real time Integration framework (Webhooks)	✓	✓
Call Dispositioning	✓	✓
Pause Code	✓	✓
Cost Reporting and Tracking	✓	✓
Budgeting	✓	✓
Global Contacts	✓	✓
CRM Tagging	✓	✓
Geographic Number Porting	✓	✓
Extension Permission management	✓	✓
Telephonic Support	✓	✓
Manager Access – Includes: Scheduled Reports, team management, elevated access.*	✓	✓
Scripting		✓
Outbound Campaign Builder		✓
Dialer Participation		✓

Package price list:

Commitment	RRP *(price per month)*
Super Agent - Inbound	**R 295.00**
Ultra Agent - Outbound	**R 395.00**

Call us today on
011 795 1159