



**CONTACT  
CENTER**

*Sounds of..*  
**BUSINESS**



MAX Contact Center is an integrated set of interactive voice, Workflow & workforce management, and CRM applications, built towards better customer service, best team optimization, and forecasting future business, for customer oriented organizations, within multimedia, multichannel communications, to achieve quality service delivery, complied with CMMI standards.

MAX Contact Center is built to use daily interactions, as business intelligence, and management tool, to detect company treasures, delight customers, enhance productivity & improve competitive edge.

MAX Contact Center Combines applications, for Interactive Voice Response, Call Steering via Speech Recognition, Text to Speech functionality, Automatic Call Distribution, Skill-Based Routing, Call Recording, Call Classification, Real Time monitoring & Reporting, Real-time Analytics, Performance indicators, Immediate Corrective Actions, Automatic Dialers, Unified Communications ( SMS, Fax, email, Social,...) Customer Service & Marketing Management.

MAX Contact Center enabled new business opportunities for commercial entities, better services, and more security to Governmental organizations, more competitive edge for SMEs. High Traffic retail companies, like FedEx, and EAL Bank depend on Our platforms to maximize return on investment, with single point of Contact, Control, and Collaborate.

For more information, Please visit [www.maintelecom.com/MAXCCS](http://www.maintelecom.com/MAXCCS)



**CONTACT CENTER**

**BUSINESS**

*that ..Sounds*

EgyptInnovate<sup>®</sup>  
**ICT AWARD**  
2014



MAX Contact Center, is Arabic native speaker, designed for Middle eastern demands, integrated with most popular ERP platforms, armed with powerful tools to enhance internal processes, enhance customer loyalty, and guide informed decisions.

### Customer Interactions

**Converged voice , Data, Unified Communications, in a single platform**

#### Call Center

**Contact Center**, Interaction management, Call distribution, and Recording, enhances internal operations, maximize productivity & customer loyalty

#### Self Services

**Self Service**, IVR automation and circulation of information, powered by Text To Speech, Automatic Speech Recognition, and analytics technologies

#### Auto Dialer

**Upgrades performance**, removes wasted time, for dialing, and waiting called party status, automates broadcasting, and outbound campaigns.

### Performance Indicators

**Clear Information for better business**

#### Monitoring

**Immediate Corrective Actions**, instant monitoring, reporting, and coaching your teams, daily activities will turn new opportunities

#### Wall Boards

**DLNA Wall Boards**, Displays projects progress & performance Indicators, results highlighting & enable immediate corrective actions

#### Analytics

**Real time Analytics**, gives instant analysis , simplifies follow up, immediate corrective actions, and evaluations. Works as backup, and data mine.

### Customer Management

**CRM for Customer Understanding, better Follow-up & Partnership**

#### Sales Force Automation

**Smarter Sales Guide** to help you close more deals, save time, better collaboration, and adopt best practices  
**Follow up** opportunity stages, and sales lifecycle

#### Delighting Customers

**Enables Suitable support organization** , Handles skill sets, projects & workforce management , company data, better understanding of targets and priorities, and evaluations

#### Marketing Management

**Identify** new markets to target with campaigns at various stages along the marketing funnel.  
**Bring Inquiries** from Web site or Social media as Leads, and run a targeted marketing campaign

