Open Source Solution for Contact Centre

DETAILS

We develop solutions for all Contact Centre services needs: scripting, workflow, reporting and statistics, voice portals/IVR campaigns. Our solutions are based on Open Source software and comply with industry standards.

In many cases, the deployment of Open Source solutions is the best option for Contact Centres to get the system which fulfils most of their operational requirements.

This includes solutions for a specific part of the business or for dedicated channels. Tools available on the market allow fast deployment, without additional licencing costs.

Nowadays, the level of capability and stability of Open Source solutions allows for their deployment in all critical areas of the business:

- **IVR/Voice Portals (Self-service) and Virtual Assistant solutions:** offers versatility and reliability in automated customer service.
- **Reporting and monitoring module:** data consolidation tools.
- **Workflow:** development of collaborative workflow tools.
- **Email routing:** establishing email flows based on business cases, and assignment of agents based on their skills
- **Semantic Analysis:** semantic processing solutions are developed to accommodate the requirements of customer attention systems in all channels of communication.
- **Phone Validator:** validation of telephone lists in an unattended mode, thus creating databases with valid numbers only.

Re-inventa deploys, personalises, and integrates a wide range of Open Source software solutions, which benefit the Contact Centres and other businesses while offering an excellent cost-benefit ratio.

MAIN ADVANTAGES

- No licence fees.
- Cloud based solutions.
- Mature and stable technology.
- Scalable and integrated solutions.
- Development of tailored, business specific applications.