Kee BUSINESS SERVICES

PRODUCT SHEET

Contact Centre

A cloud contact centre for voice, email and webchat. From 2 seats, with agents working from any browser, all on one bill from Kee.



CORE FEATURES

Voice, email and webchat
Every customer conversation in one place, so your team can answer calls, emails and website chats from one screen.

Call-backs, not queues
Callers can ask for a call-back instead of waiting, or book a time that suits them.

Live wallboards & reports
See queues and agent activity in real time, with reports scheduled straight to your inbox.

Smart routing
Skills-based, VIP and last-agent routing send each customer to the right person first time.

Work from anywhere
Agents just need a laptop, a headset and a web browser. No software to install.

Grows with you
From 2 to 500 seats, with extra licences on 30-day terms for your busy periods.

INSIGHT & CONTROL

Built-in CRM
Caller details and history pop up as the call arrives, with click to dial. Links with Salesforce and Microsoft Dynamics.

Supervisor tools
Listen in, whisper coach or take over a call, and get alerts when a queue misses its targets.

Caller surveys
Ask customers how you did at the end of the call, so you always know how your service feels.

Call recording
Record inbound, outbound or internal calls for training and compliance, with an opt-out for callers.

Outbound campaigns
An auto-dialler pushes outbound calls to your agents for sales or follow-up campaigns.

Live wallboards & KPI alerts
Queues, wait times and agent status on screen, with alerts when targets slip.

USER TYPES

Agent
Calls, emails and chats; own stats; call-backs; recording.

Supervisor
All agent features plus listen in, coach, take over and reports.

Administrator
Designs call flows, menus, queues and routing.

Let's have a proper chat

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Scan or click to book a call with Kai-la