

DICE Monitoring

Matrix Call Center

Enhance communication with embedded iPBX solutions, interactive screen pops, scripts, automatic call management, and much more ...

FEATURES & HIGHLIGHTS

- Access pop-up windows that provide need to know information like caller info and notes.
- Guide operators with pre-defined workflows and processes with step-by-step instructions.
- Embed iPBX with cloud audio archiving to access recordings for reference and accountability.
- Employ grid management and automatic call distribution to manage high call volumes.
- Define skills-based routing to send calls to specific agents, departments, or teams.

Call center software is a vital communication tool when it comes to reaching customers.

Matrix Call Center combines an embedded iPBX solution with our software platform, providing operators with the tools to sell, interact, and meet your callers' needs.

Pop-up windows provide caller information to drive the conversation using action items, scripts, automatic call management, skill-based routing, verbal and written notes, and much more.

Plus, Matrix Call Center increases productivity, revenue, and customer satisfaction.

THE NEW
DICE
CORPORATION

New Technologies. New Products. New Services.

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