Cronus Resources Inc.

Introducing

CL UD
CENTRAL

Cloud Telephony system

INTEGRATED TOLL-FREE COMMUNICATION | HOSTED CONTACT CENTRE | OUTBOUND MARKETING SOLUTIONS | HOSTED CALL CONNECT | MULTI-LEVEL IVR | MISSED CALL SOLUTIONS | CLICK2CALL SOLUTIONS

SOLUTION GUIDE

A BUSINESS COMMUNICATION SOLUTION

CLOUD CENTRAL

Anytime, anywhere communiation

- Allows business minds to go farther from their cubicles
- Frees employees from their desks
- Allows employees to communicate on the go

Get Business Intelligence

- Reports and analytics to track agent/project progress
- Call notes, live calls and data insights
- Voice-to-text, keyword mapping and sentiment analysis

Reduce Operational & Capital Costs

- No bulky infrastructure and storage, only cloud and phone
- Works across devices from landlines to smartphones
- No infrastructure and maintenance cost

On-demand scalability

- Ultra-flexible, enables you to adapt quickly
- Works efficiently in changing business conditions

Enterprise Grade Security & Reliability

- RESTful API features: Click2Call and number masking
- Business continuity with 99.5% uptime
- Customizable admin portal and access rights

Enhanced Customer Experience

- Provides seamless and frictionless customer experience
- AI manages call routing with smart IVR menus
- Plug-n-Play API integrations with multiple applications

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CLOUD CENTRAL

Virtual Mobile number

- Freedom to use existing marketed mobile numbers
- Premium Numbers
- Free SMS Notifications
- Push Reports
- Virtual Receptionist with a pleasant greeting message
- Live Call Tracking

Click to call

- Schedule automated callbacks
- Multi-device compatibility
- Call Recordings
- CRM Integration
- Call Back APIs
- Call ID Choices

Integrated Voice Response system (IVR)

- Add-on Application Integration
- Programmable Multi-level IVR
- Professional voice over Artists
- Live Call Monitoring Dashboard with DTMF Details
- Built-in Text-to-speech
- Call Barging/Call Whispering

Voice Broadcasting

- Freedom to use existing marketed mobile numbers
- Premium Numbers
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- Live Call Tracking

Toll-Free number

- Call Monitoring Dashboard
- IVR Integration
- Wide Range of Numbers
- Call Management Solutions
- Real-time SMS Alerts
- Agent Performance Reports

Missed call services

- Operate Multiple Campaigns
- Unlimited Missed Call Channels
- Automated Campaign Analysis
- Missed Call SMS Alerts
- A/B Testing
- Press 1 Missed Call Campaigns with comprehensive data

Reimagine your business communication and increase your productivity output

EDUCATION

BACKGROUND:

- A mid-sized company in the education sector is facing the following challenges:
- Inability to manage inquiries for new courses as their sales and support staff is working remotely
- The inefficient manual fee collection system

HOW CLOUD CENTRAL CAN SOLVE THEIR CHALLENGES:

- Virtual PBX enables intelligent call routing to relevant sta in admission, sales or support team. Routing can be done to mobile or landline numbers thus enabling anytime, anywhere communication.
- Click2Call Solution allows instant connection to subject matter experts like teachers to solve queries
- Missed Call Solution allows calendarized SMS based reminders for fee collection
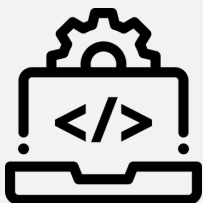
IT / ITES

BACKGROUND:

A mid-sized BPO with 500 agents, working across multiple processes, like customer service, lead management, vendor on-boarding and document verification is facing the following challenges:

- How to scale up the business outcome across multiple lead generation campaigns and customer service processes?
- How to ensure security of customer data while agents work from home?

HOW CLOUD CENTRAL CAN SOLVE ITS CHALLENGES:

- Hosted Contact Centre offers complete call center operations management with features like blended queue management (inbound and outbound, progressive and preview dialing), built-in CRM integrations, agent panel, call barging, prioritizing call back, sticky agent, ring-me anywhere, sentiment analysis, and detailed analytics and reporting
- AI manages call routing with smart IVR menus
- Customer privacy is ensured by number masking

E-COMMERCE

BACKGROUND:

An e-commerce company with operations in multiple cities is facing following challenges:

- How to ensure customer preference through customer engagement?
- How to manage and monitor communication with customer delivery staff?
- How to ensure the security of customer data?

HOW CLOUD CENTRAL CAN SOLVE ITS CHALLENGES:

- Number masking solution ensures customer data is secure and not visible to delivery sta
- Management of COD (Cash on Delivery) service basis the requirement of each customer. Customers can select the mode of payment. OBD and SMS will trigger to the customer for COD confirmation
- Hosted Contact Centre allows e-commerce company to support their delivery staff, registered vendors and suppliers by offering a different or single number

HEALTHCARE

BACKGROUND:

The Healthcare business model is completely changed due to the pandemic and therefore faces the following challenges:

- How to enable regular consultation and health check-ups of patients with doctors?
- How to ensure the security of staff and patients?

HOW CLOUD CENTRAL CAN SOLVE ITS CHALLENGES:

- Hosted Call Connect and IVR solutions for healthcare can connect doctors and patients in real-time. Doctors can get details of the caller's IVR inputs when they answer the call. Calls can be tracked and analyzed
- Hosted Contact Centre helps set up patient follow-ups and payment collection. Doctors can collect feedback from the patient after every visit via calls or SMS
- Missed Call Solution helps to generate an automated reminder call to the patient 30 mins prior to

CLOUD CENTRAL

LOGISTICS

BACKGROUND:

- Logistics is one of the fastest-growing industries in India and is facing the following challenges:
- How to ensure timely delivery at the correct address?
- How to manage end-to-end delivery operations and ensure complete tracking?
- How to engage with end customers and vendors with data privacy assurance?

HOW CLOUD CENTRAL CAN SOLVE ITS CHALLENGES:

- Click2Call Solutions enables timely delivery and end-to-end tracking
- Hosted Call Connect helps customers connect with the logistic company to check their delivery status and register complaint. OBD/SMS helps to inform customers thereby enabling contact-less delivery
- Number masking solution ensures customer data is secure and not visible to drivers and delivery staff It helps to engage customers without any privacy breach

BFSI

BACKGROUND:

A mid-sized non-life insurance organization is facing the following challenges:

- How to scale up leads?
- How to provide 24/7 customer service?
- How to ensure customer privacy when agents work remotely?

HOW CLOUD CENTRAL CAN SOLVE ITS CHALLENGES:

- Hosted Call Connect offers an integrated solution that allows efficient lead management by way of intelligent call prioritizing, calendarized call back, sticky agent feature, multiple and dynamic caller IDs for better pick-up rate
- Hosted Call Connect enables routing of calls to customer care agents who are available thereby enabling anytime, anywhere communication
- Missed Call Solution offers IVR setup and automated callbacks.
- Customer privacy is ensured by number masking

Explore your unique use case, speak to our experts today

CLOUD CENTRAL

Cloud Central
Call center solution

- Web Interface
- Number- TFN/VMN
- API Integration
- Plug and play CRM's
- Live Call Transfer
- Call Block
- Call Recording
- Real Time Call Logs
- Email Report
- Forwarding Numbers

Cloud Central
Multi level IVR

Call Center solution

+

- Multi level IVR
- Text to speech conversion
- Agent status toggle
- Time Based Routing
- Department Extensions
- Voicemail
- Unified Management

Cloud Central
Ultimate

Call Center solution

+

Multi level IVR

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- Sticky agent
- Call barging and whispering
- SMS integration
- Voicemail
- Customized access to portal
- Dual Authentication for agent

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** Customizable packages according to your business needs

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CLOUD CENTRAL

Basic features (cloud telephony system)

- Web Interface
- Number- TFN/VMN
- API Integration
- Plug and play CRM's
- Live Call Transfer
- Call Block
- Call Recording
- Real Time Call Logs
- Email Report
- Forwarding Numbers
- Call barging and whispering
- SMS integration
- Customized access to the portal
- Agent status toggle

Add-on features (cloud telephony system)

- Multi-level IVR
- Text to speech conversion
- Time-Based Routing
- Department Extensions
- Voicemail
- Unified Management
- Dual Authentication for agent

** Please note that our cloud telephony is highly customizable according to your business needs. Please let us know how would you like to customize your telephone calls.