

Kandy Cloud Contact Center Powered by Five9



As staffing costs rise and competition for customer spending increases, organizations need industry leading tools to proactively manage the customer engagement process; improving customer service and reducing staff costs.

Kandy has teamed with the leader in cloud contact centers, Five9, to provide the most complete omni-channel customer engagement experience. Make the most use of agent's time by enabling them to handle multiple types of inbound and outbound conversations. Supervisors get a unified view of all engagements.

Unlike traditional premises-based call center solutions that are expensive to acquire and cumbersome to operate, Kandy Cloud Contact Center deploys in minutes and can be licensed for the number of agents and services required. It never becomes obsolete, rapidly integrates with leading CRMs and is easy to extend with new services as customers expectations change. Always have the latest tools and pay only for what you use.

Artificial Intelligence Services Personalize Experiences

Kandy Cloud Contact Center leverages Five9's AI technology to create personalized customer experiences. It does this through contextual and intelligent routing and by delivering richer insights and guidance to the agent. The Contact Center's AI services leverage unstructured data from emails, chats and other data channels to derive customer intent. Real-time natural language processing, business rules, and AI open connectors create more intelligent routing and agent guidance.

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Intelligent Call Routing
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Auto Dialer Modes
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Workforce Management (WFM)
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Reporting & Analytics
- 
Omni-channel Solutions

Increase Control and Visibility

Gain full visibility into the state of service and sales operations with Performance Dashboard. The Performance Dashboard complements supervisor reporting by providing real-time, role-based, business performance metrics. Instantly deliver critical data to agents, supervisors and executives including data from disparate systems like CRM, WFO, contact center and other technologies.

CRM Integration

Combining robust pre-built integrations and the support of an expert Professional Services team





Agent Desktop Plus

Bring all of the channels together into one easy-to-use desktop interface. Rapidly switch between phone, chat, email, or social media. Functionally robust, yet still feels familiar to the agent, making training a breeze.

Features include:

- Unified omni-channel history
- Visual cues to guide agent actions
- Simple visual format
- Improved workflow and productivity
- Reduced training and onboarding costs

Performance Dashboard

100% browser-based virtual wallboard. Agents anywhere can operate as part of a global contact center operation and view metrics as though they were sitting in a common physical contact center.

Agents, supervisors, administrators, and line of business managers can view operation metrics, key performance indicators and service-level agreement statistics.



Sales & Telemarketing

Increase productivity, increase lead conversion rates, and exceed your inside sales quota with the best-in-class Cloud Contact Center.



Customer Service

Transform your customer service to proactively deliver powerful customer connections with our unique blended inbound and outbound solution.



Collections

Reach more debtors faster. Increase debt recovery rates, lower costs, and improve your agent productivity.



Enterprises, Medium or Small Business

Sophisticated, in-depth functionality that easily integrates with leading CRM packages and other enterprise-wide toolsets. The functionality of expensive on-premises contact center solutions with none of the hassle, hardware, and up-front costs.