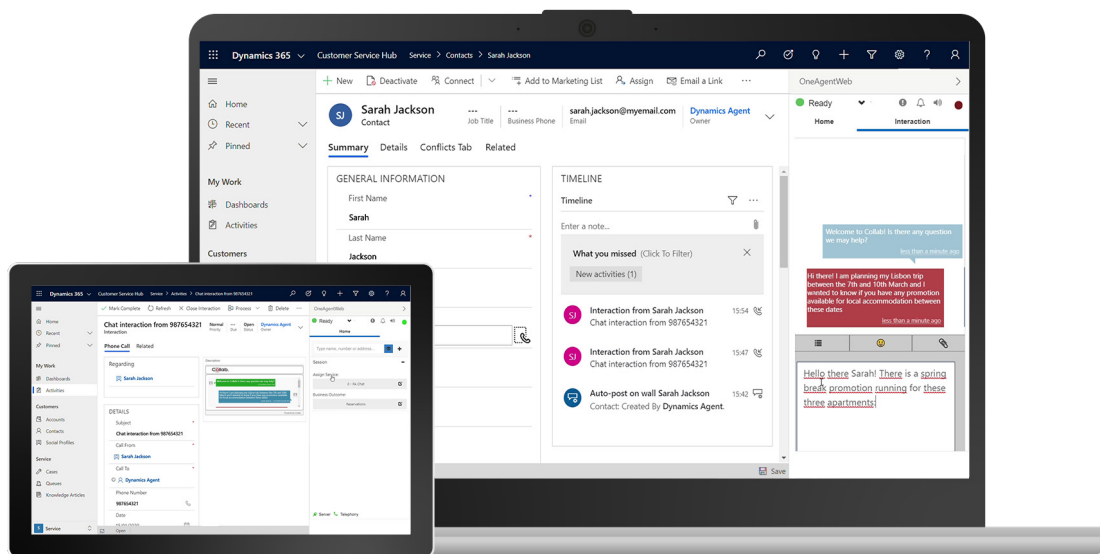# CONTACT CENTER MANAGER - COLLAB

The best Contact Center features
without CRM Microsoft Dynamics 365

Hydra iT
TECNOLOGIAS DE INFORMAÇÃO
E CONTEÚDOS, LDA

Contact Center Manager integrates with Microsoft Dynamics CRM, combining the best capabilities of the contact center with CRM information.

Agents can manage customer calls, chat conversations and emails directly with Dynamics, where all information about the customer's interaction history is stored and displayed.

Dynamics links the best of CRM with the features of the Contact Center, managing to manage omnichannel interactions, consult KPIs, make call transfers, among others.

With Click to Dial functionality, agents are able to click on any CRM contact to make an immediate call.

Main Functionalities:

- **Unified interface that promotes efficiency -** Contact Center Manager integrates with Microsoft Dynamics CRM, combining the best capabilities of the contact center with CRM information, all in the same interface.

- **Improve productivity and customer satisfaction -** Agents do not need to switch platforms or spend time asking questions because they have all the information automatically.

- **CC capabilities are just a click away -** Agents are able to manage omnichannel interactions, consult KPIs, make call transfers and more. Due to Click to Dial, agents are able to click on any CRM contact to make an immediate call.

- **Take advantage of CRM Information -** The customer history gives agents the possibility to contextualize the conversations, providing accurate and personalized support to the customer.

- **Synchronized with customer's journey -** Call recordings and interaction details are automatically saved in Dynamics 365, providing useful statistical data for managing leads and monitoring the contact center.
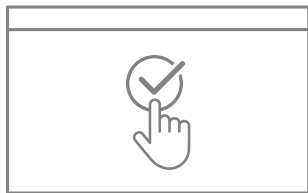
Activate new digital experiences
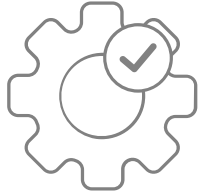
Easy setup and integration

Unified interface that reconciles all customer information

Intuitive user experience

One-click calls due to Click to Dial features

Web browser-based, accessible anywhere

Nubitalk ally of Microsoft Azure

CRM Dynamics and Contact Center Manager are accessible from any browser, anywhere. Nubitalk is Collab's cloud, supported by Microsoft Azure. The cloud implementation frees companies from maintenance costs. Collab uses WebRTC (web real-time communication) technology, so that any web browser can be converted into a mobile phone, allowing agents to work from any geographic point.

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