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Project development overview

Overview

1. CRM & Reporting Console
2. Contact Centre Solution
3. AI- Chatbot

CRM & Reporting Console

- Robust CRM
- Advanced Reporting
- Create multi-level staff accounts with granular permissions with powerful access control features

Contact Centre Solution

- Real-time call recording with encrypted files to prevent tampering.
- Integration with ACD or PBX API for efficient recording interface.
- Single license supporting recording on all IP Phones, including various trunk lines and internal calls.

Contact Centre Solution

- Advanced features like rules-based storage, call tagging, and search/replay capabilities.
- Additional functionalities such as online/offline storage options, archival to network drives, and high availability configuration.

A.I Enhanced Chatbot

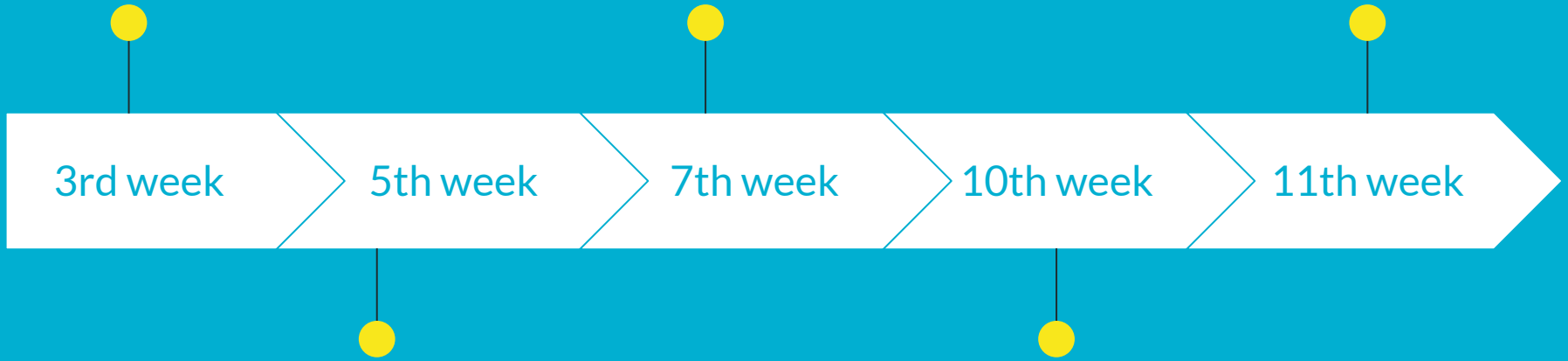
- Conversational capabilities for citizen support and machine learning for enhanced accuracy.
- Logging and timestamping all bot-citizen conversations with provision for live agent escalation

Implementation Plan

CRM Development

A.I Chat bot deployment

Beta testing - live



Reports development

Contact center infra deployment