



Cloud Contact Centre Solution

Through DigiDesk your agents can transition seamlessly across Voice and Digital channels to engage and respond to customers consistently and effectively.

Analysis & Insight

Every customer contact, across every channel, feeds into a series of Analysis wallboards showing buzz volume, trending topics and overall sentiment. Supervisor dashboards then show a range of performance KPIs per channel.

Engagement Console

The agent engagement console helps agents to review new contacts, conversation history, notes and customer details before responding through public or private messages and updating the record status. Full CRM integration is available.

Digital Channels

With DigiDesk you can manage all your customer's digital interactions (across Email, Chat, WhatsApp and Social Media channels) through a team of dedicated or blended agents, with real-time stats, KPIs and performance reports.

Universal Queue

All customer contacts, across voice, email, live chat and social media channels, enter our platform through a universal queue. Advanced workflow then distributes each contact effectively across a team of multi-skilled agents.

Inbound & Outbound Voice

Manage voice enquiries through network level IVR, call queuing and skill-based routing. All calls are tracked in real-time, with PCI compliant call recording, and full use of agent workplace to manage, tag and resolve calls.

Integrated CSAT

DigiDesk's integrated CSAT solution features post-interaction surveys available across Voice, Email, WhatsApp, Chat and Social channels, enabling users to track agent performance and monitor satisfaction across every touch-point.

"We trialled a number of platforms before coming across the DigiDesk product. I have to say that their understanding of our specific requirement here was excellent, only bettered by their ability to customise the live views and reporting to match that requirement perfectly"

PAUL RIDGEWAY // CURRY'S PC WORLD