CRADLE
Hosted Call Center Solution

Cradle

IVR

Cloud Server

Hosted Call Center Solution

A **Hosted Call Center** is a modern customer experience solution where contact center software is installed or hosted by an off-site service provider's system.

A hosted call center consider focus offers the administrations that an on-premises client care focus gives, just as effortless technical support. As clients are rapidly receiving advanced channels, for example, online media, versatile and web for client assistance, the capacity to help those channels without added framework, upkeep and backing costs is a significant business advantage.

Approaches cloud telephone frameworks can be gone to by specialists from their portable, tablet, PC, or some other gadget. Your deals and client assistance can work distantly while remaining at home to accept calls from clients or possibilities. Further, you can add however many specialists as your organization needs behind a solitary number, making it an exceptionally versatile arrangement.

www.cohesiveglobal.com   **+91 7290000544**

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MAIN FEATURES

Thoughtful UI	Multilevel IVR	Agent Performance MIS	Customer Service
Real Time Analytics and Report	Automated Call Distribution	Skill Based Routing	Self Designable Web Based CRM
Click to Call	Unified Agent Desktop	Seamless Integration	

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Dialing Modes

- ✓ Progressive
- ✓ Preview
- ✓ Manual

Email & SMS Integration
Campaign Management

- ✓ Outbound/Inbound

Unlimited TL

- ✓ Team Leader / Supervision

CRM

- ✓ Caller ID Popup
- ✓ Unlimited Processes
- ✓ Quality Monitoring Tools
- ✓ Online Agent Monitoring
- ✓ Dashboard Templates with user rights
- ✓ Provision to export in excel with user rights

IVR

- ✓ Call Barging
- ✓ Call Forwarding
- ✓ Time Conditons
- ✓ Multi Process
- ✓ Voice Mail

Recording

- ✓ Low space / minimal file size
- ✓ Recording Calarity
- ✓ 100% digital call recording

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MAIN FEATURES

SMS Messaging	VoIP Gateways	Web Voicemail Interface	Volume Control
Time and Date	Music On Transfer	Voicemail to Email	Trunking
Voicemail Groups	Caller ID	Call Details Records	Caller ID on Call Waiting
Blind Transfer	Automated Attendant	Call Conference	Blacklists
Call Forward Variable	Call Forward on Busy	Call Forward on No Answer	Call Transfer

MAIN FEATURES

Remote Extension

Remote Barging

Call Monitoring

Call Parking

Call Routing (DID & ANI)

Call Waiting

Direct Inward System Access

Distinctive Ring

Do Not Disturb

Flexible Extension Logic

Local and Remote Call Agents

Music On Hold

Flexible MP3-based System

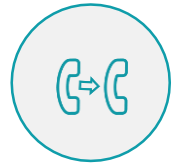Random or Linear Play

Remote Call Pickup

Remote Office Support

Voicemail

Three-way Calling

Talk Detection

Supervised Transfer

Route by Caller ID

Roaming Extensions

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CONTACT US
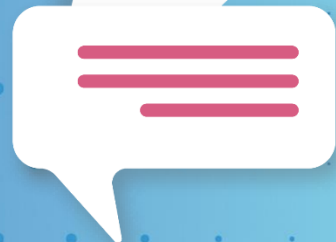
CONTACT US!

Cohesive Technologies (P) Ltd.
CS-4, 5 & 6, 4th Floor, Ansal Plaza,
Sector 3 Vaishali, Ghaziabad (U.P.)

+91 120 4830000, +91 7290000544

Info@cohtechnologies.com

The Cloud offering is with Technology and Data Centre of Third Party Vendor, Cohesive Customise the UI and Resell the same!
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Cohesive Technology is no where legally and operationally responsible for any Telecom Regulation .

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