

“Empower you callers with self-service.”

CTFUSION

myData



myData

Customer Benefits

CTFusion-myData extends your contact center's business hours and provides your customer with automated self-service. These customer initiated transactions free up your agents to focus on high-value personalized service. Your customer will appreciate 24-hour self-service delivering timely access to their information, and faster access to your agents when personal service is required.

Contact Center Benefits

CTFusion-myData fits into your contact center's culture and follows your defined business process. Automating business process will increase your agent availability while increasing your call volume.

- ✓ Allow your contact center to focus on higher value tasks, such as cross and up-selling
- ✓ Empower your agents with intelligent answering
- ✓ Reduce repetitive agent tasks
- ✓ Integrate and provide enhanced skills based routing

CTFusion-myData will improve your contact center's bottom line, while improving customer service.

CTFusion-myData enables Altigen to integrate with your Contact Center's unique business requirements. Build your call flow using a Web Based Script Generator to deliver IVR faster. CTFusion-myData can connect to any

- ✎ Provide 24 Hour Self-Service
- ✎ Deliver Collected Information to Agent Applications
- ✎ Automate Business Process
- ✎ Real-Time Database Integration
- ✎ Integrate Unique Business Requirements
- ✎ Reduce Queue Time / Increase Call Volume
- ✎ Improve Contact Center Efficiency

MS SQL database natively and can be customized to connect to other accessible data stores. CTFusion-myData can perform data lookups, enable priority and skills based queuing, process transactions, provide order fulfillment and email confirmation and provide dynamic data access that is customer driven.

**Empower your Contact Center Today
with an Intelligent Power Dialer!**

Codefusion
COMMUNICATIONS INC.



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AltiiWare IPPBX Systems



Contact your Altigen Dealer or Codefusion.
www.codefusion.com 1-877-335.9390
sales@codefusion.com