dtms

digicom

Eventrouting. Much more than just an ACD.

Award winner!

More than 7,000 readers of funkschau cast their votes in the funkschau reader awards 2018. In the category call centre / contact centre solutions, digicom Event Routing achieved an outstanding second place among 15 nominated products.

Rediscover communication!

The automation of processes is a crucial factor when increasing the efficiency of existing company structures. New media therefore require new solutions for corporate communication.

Applications such as pure ACD systems (Automatic Call Distribution) can no longer keep pace in the age of digitalisation.

Today, in order to steer customer interactions agilely and actively, people no longer think only about individual contact channels, but rather also about events and customer touchpoints and processes. With digicom, we have created an innovative open platform for these challenges.

digicom is a comprehensive solution that undertakes the fully-automated evaluation and routing of all incoming events across internal and external systems. It digitally condenses complete corporate communication into one system.

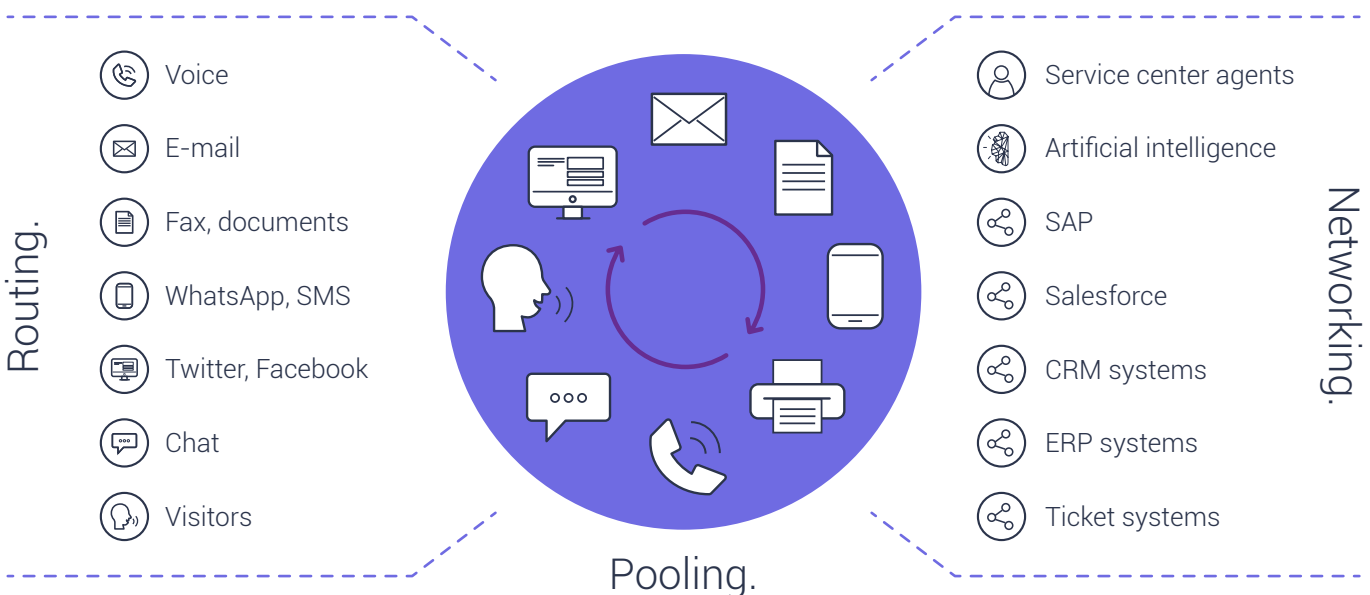**18 funkschau Produkt des Jahres**

Stay open to new ideas!

With the digicom solution, all systems can be networked in such a way that they represent a perfectly harmonised communication with each other between OCR, ERP, DMS and CRM systems.

Through the connection to CRM systems, a 360-degree view of customers is possible.

Using an integrated OCR software, the provision of texts for further processing is possible. It is very important that the software recognises the text provided as a whole and without gaps, and that it can identify certain key words from the text that trigger a routing to a designated employee or group.

digicom makes it easy to take the investments you have already made to an even higher level.

Routing.

- Voice
- E-mail
- Fax, documents
- WhatsApp, SMS
- Twitter, Facebook
- Chat
- Visitors

Pooling.

Networking.

- Service center agents
- Artificial intelligence
- SAP
- Salesforce
- CRM systems
- ERP systems
- Ticket systems

Test digicom for 30 days free of charge! – www.dtms.de/en/

Efficiency has a name: digicom

digicom ensures that the collaboration, as well as the processes in the company, are designed efficiently by providing all information to the responsible employees across departments in one interface in the correct way.

Intelligent functions for your business processes

› **Reachability solution for voice**
With back-up mechanisms such as voicemail and callback functions.

› **Reachability solution for non-voice events**
All types of documents, e-mail, fax, social media events, SMS, WhatsApp and tasks.

› **Outbound dialler and preview dialling**
For the automated handling of created campaigns. With dialogue guide, responses from freely definable question catalogues, completely integrated into the distribution structure.

› **Workflow management system, load-dependent and process oriented**
For the cross-system mapping of processes. Connect existing systems without creating additional redundancies.

› **Visitor management**
Visitors are guided manually by a secretarial service or in the self-service mode using kiosk systems.

› **Escalation mechanisms**
Across all events. Notifications and information to authorised employees. Automatic process-oriented escalation functions to guarantee the defined Service Level Agreements.

› **CTI server functions: address book, dialling, journal and presence functions**
Conveniently search contacts from the address book, dial the phone number from all applications, as well as displaying presence information. Can be added to leading communications systems.

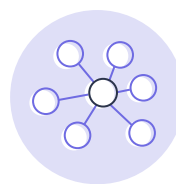## The reachability solution for your corporate communication

Customer communication via all channels

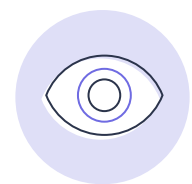Optimisation of working methods by bundling communication channels.
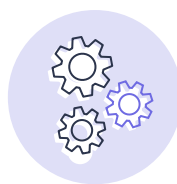
Process-oriented event routing

Use digicom for a needs-based routing of incoming events.

Standardised process handling

Cross-media event processing in one interface – including inbound and outbound.

Transparency over every incoming event

100% transparency thanks to cross-system connection possibilities.

Have we roused your interest? Our team is looking forward to your phone call on
+49 (0)6131 46 46 000. Or send an e-mail to us at **info@dtms.de.**

Test digicom for 30 days free of charge! – www.dtms.de/en/what-we-can-do/eventrouting-cloud-contact-centre/