



Omni Hub

An advanced interactive multi-channel communication platform for inbound and outbound voice via a choice of comms media including web chat and email.

Our Omni Hub solution is our feature rich multi-channel solution for both single site and multi-site contact centres also including home workers. With the Omni Hub solution, your team will be able to efficiently report and manage contact with your own customers for both inbound and outbound contact via voice but also web chat, email, walk-ins and social media.

How will Omni Hub solution help your contact centre team?

In addition to having access to our full range of routing choices as standard, our feature rich Omni Hub solution combines both advanced features and functionality to provide a complete solution along with unlimited network capacity. Not only is Omni Hub fully PCI Level 1 DSS compliant, it also includes; call recording, full choice of routing choices, network call queuing, queue busters and overall more functionality than the usual communication options.

Omni Hub not only provides the process and tools for you to ensure all calls are answered, you also have more communication options with your clients. Web chat for example is now a very popular sales and support tools for contact centres. Very importantly Omni Hub is secure and reliable sitting within the telco core network as downtime not only loses money but also causes customer frustration and damage to your brand. The system is easy to overlay with your existing comms and our experienced team will help you develop call flows, messaging, even recording them if you would like. NSL will fully support you throughout design, build, implementation and ongoing development as your needs change.

Features of Omni Hub

- Queue Buster
- CRM integration
- PCI compliant
- Agent activity reporting
- Agent 'log out' on inactivity
- Wall boards update
- Outbound campaigns

Benefits of using Omni Hub

- Easy to install
- Secure
- Reliable
- Manageable wall boards
- Full-range of routing choices
- Easily report and manage multi-channel contact with your customers
- OPEX option with limited CAPEX requirement

Speak to the NSL team today about how you can improve your contact centres functionality and provide customers with the best customer service.

