Powered by Five9

Five9 is a recognized leader in providing contact center as a service (CCaaS) software. Born in the cloud, Five9 has an enviable heritage of providing the most trusted and reliable cloud contact centre solutions.

CALL CENTER

Intergence has partnered with the leader in cloud contact centres, Five9, to provide the most complete omni-channel customer engagement experience. Make the most use of agent's time by enabling them to handle multiple types of inbound and outbound conversations. Supervisors get a unified view of all engagements. Unlike traditional premises based call center solutions that are expensive to acquire and cumbersome to operate, Intergence Cloud Contact Centre deploys in minutes and can be licensed for the number of agents and services required. It never becomes obsolete, rapidly integrates with leading CRMs and is easy to extend with new services as customers expectations change. Always have the latest tools and pay only for what you use. With Five9, you can unlock customer intelligence and insights that empower agents and organisations to deliver a more human experience for customers.

Artificial Intelligence (AI) Services Personalise Experiences

Intergence Cloud Contact Centre leverages Five9's AI technology to create personalised customer experiences. It does this through contextual and intelligent routing and by delivering richer insights and guidance to the agent. The Contact Centre's AI services leverage unstructured data from emails, chats and other data channels to derive customer intent. Real-time natural language processing, business rules, and AI open connectors create more intelligent routing and agent guidance.

99.99%
AVAILABILITY
15min Response
4hr Fix

- Leading CCaaS Tech
- Gartner Magic Leader
- Highly Secure
- Extensive API Library
- SLA Driven Services
- Service Tranparency

24x7
SERVICE
SUPPORT

INCREASE CONTROL & VISIBILITY

Gain full visibility into the state of service and sales operations with Performance Dashboard. The Performance Dashboard complements supervisor reporting by providing real-time, rolebased, business performance metrics. Instantly deliver critical data to agents, supervisors and executives including data from disparate systems like CRM, WFO, contact center and other technologies.

Sales & Telemarketing
Increase productivity, increase lead converation rates, and exceed your sales quota with the best-in-class Cloud Contact Centre.

Customer Service
Transform your customer service to proactively deliver powerful customer connections with our unique blended inbound and outbound solution.

Collections
Reach more debtors faster. Increase debt recovery rates, lower costs and improve agent productivity.

SME Business
Sophisticated, in-depth functionality that easily integrates with leading CRM packages and other enterprise-wide toolsets. The functionality of expensive on-premises contact centre solutions with none of the hassle, hardware, and up-front costs.

KEY BENEFITS

Intelligent Call Routing

Auto Dialer Modes

Workforce Management (WFM)

Reporting & Analytics

Omni-channel Solutions

Differentiated CCaaS Support Experience

Our Managed CCaaS service comes with the peace of mind you would expect from a leading Contact Centre MSP service provider such as Intergence.

With our **24/7/365** support options, comprehensive standard SLAs, proactive management, service desk support and **>than 90% First-Time-Contact-First Time-Fix** SLA it makes choosing Intergence the partner of choice.

Our technical teams will also help and assist with your CCaaS network migrations, including project management, consultancy and professional services.

intergence

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