

# Improve service delivery through flexible and efficient communication on any device

Adopting solutions that enhance communication are a key service differentiator in today's always-on digital world. To address this growing business priority, BCX has created a scalable solution that provides seamless and effortless communication across all platforms and can be tailored to best suit your unique business requirements.

## What is VISCA

Voice Integrated Social Cloud Application (VISCA) is a cloud solution that integrates voice, social media and customer service processes into a single packaged product. This integrated solution saves clients the effort of implementing separate voice and CRM solutions to enable their contact centre.

VISCA allows clients quick access to the status of any social media, email, voice, and customer service related activity and query therefore, streamlining and promoting efficiencies within the query management process.

Clients are also able to classify all queries allowing them to manage, assign and action these queries as a means of fast-tracking the escalation on delays, through SLA monitoring. In addition, real-time reporting allows them to track queries in the moment and improve service efficacy.

## Why BCX?

With the arrival of the 4th industrial revolution, staying on top of digital trends and efficient communication is core to the success of any business. As leaders of the digital revolution, BCX offers clients a one-of-a-kind solution that allows for flexible and efficient communication with their customers, on any device.

# Features and Benefits of VISCA

## FEATURES

Telephony integration	Social integration	Sentiment Analysis	Email integration
Ticket logging	Routing	SLA management	Reporting

## BENEFITS

01

Pre-identify incoming voice calls

02

Access to integrated social media channels for auto-ticket creation

03

Automatic incoming mail ticket generation

04

Monitor service efficacy with real-time reporting and SLA monitoring

05

Create self-service opportunities with integrated chatbots

06

Leverage a flexible architecture to allow integration to other systems

To find out more, speak to your BCX account manager or email: [info@bcx.co.za](mailto:info@bcx.co.za)