



Press release

## **CCT to Present New Version of ContactPro® Unified Desktop Software for Omnichannel Contact Center Workstations**

### ***CCT ContactPro® Version 5.2 with extended functionality***

August 2019 - Frankfurt, Germany and Miami, USA. The number of communication channels and systems used in customer service today continues to grow. To ensure that agents do not have to refer to countless applications separately and that the customer receives consistent customer service regardless of the medium selected, systems integrator and software provider CCT has developed ContactPro®. This unified desktop is continually being expanded and is now available in a new version: Version 5.2 offers a variety of new features, especially in the non-voice area, which is an increasingly important part of customer communications.

"Omnichannel customer service is a complex topic," says CCT Managing Director Andrea Kreuter. "It is not enough to offer customers different channels such as telephone, SMS, chat, e-mail, letter or social media platforms. All of this must be contextually and automatically brought together in the workplace so that the agent, who handles several contacts simultaneously via different channels manages to keep track of them. With our software we make this possible." All threads, including customer history or information from previous, automated self-service processes, converge harmoniously on CCT's unified agent desktop.

A variety of interfaces ensure that all interactions, regardless of channel, are routed and merged with ContactPro so that they can be captured for quality assurance and reporting purposes, for example. Another prerequisite for successful deployment and user-friendliness is that the desktop software can be configured. The new version of ContactPro with over 700 attributes offers more functionality and flexibility than other desktop systems. From presentation to content and form, everything can be configured in the system and individually on the screen.

The features of ContactPro 5.2 include, among others:

- SMS gateway integration (Open API)
- WhatsApp integration
- Facebook & Twitter integration
- Improved email keyword routing
- Scheduled Callback via Web and agent desktop
- Blended preview outbound dialer
- Agent scripiter (outbound, inbound, voice, chat) with CRM integration
- CRM-connectors for BMC Remedy & Service Now (*in addition to Salesforce, Dynamics und SAP*)
- Web Chat PCI compliance and bot integration

CCT is an architect and systems integrator for Omni-Channel Contact Center projects. Their portfolio includes strategy and technology consulting as well as implementation

and support of complete cloud-based contact center (CC) and unified communications (UC) solutions. CCT specializes in CC and UC platforms from Avaya and CafeX. CCT also gets certification for the compatibility of ContactPro versions for use with Avaya products: Version 5.2 is already certified for Avaya Aura® Communication Manager r8.0 and Avaya Aura® Application Enablement Services r8.0.

**About CCT**

CCT Solutions provides comprehensive unified communications and contact center solutions for large and medium-sized companies. The company has many years of experience in contact center systems integration and expertise in meeting company-specific requirements (also by own application development) thus providing significantly increased value and efficiency in customer communication. CCT, with locations in the U.S., Germany and Switzerland, is a Technology Partner in the Avaya DevConnect program and a selected participant in the DevConnect Select Product Program (SPP). For more information visit the CCT website [cct-solutions.com/en/](http://cct-solutions.com/en/)

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