



Optimize the Strategic Value of Your Contact Center Operations Through PositiveEdge's CRM for Contact Center Solutions

It is an imperative for contact centers to be able to manage variable call volumes, make decisions on multi-channel customer contact, migrate to VoIP, and much more.

PositiveEdge enables contact centers to achieve higher business performance and provide them with the right tools and information for interacting with their customers. We help integrate their hosted telephone applications with on-site applications to ensure unified data management, promote transparency without risking security, and empower a more effective and relevant response from contact center agents.

PositiveEdge's preferred CRM for Contact Center platforms include:



Microsoft Dynamics CRM

CTI TOOLKITS

ORACLE®

salesforce

KEY FEATURES



Sync your CRM
with phone system



Leverage Microsoft
Dynamics CRM and CTI
toolkits from Salesforce and
Oracle



Integrate your hosted
and on-site
telephone applications

BENEFITS



More effective
customer-agent
conversations



Saved time and
increased efficiency



Unified data management



Optimized call
center operations

**Enhance customer engagement to ensure customer loyalty with
PositiveEdge's CRM for Contact Center solutions!**

ABOUT POSITIVEEDGE SOLUTIONS

PositiveEdge Solutions helps customers design, develop and deploy software solutions for critical customer-facing business challenges. With our unparalleled commitment to customer and project success, along with our comprehensive knowledge of Microsoft technologies and broad industry experience and methodologies, we extend the capabilities of core business platforms to create a commercial advantage for our customers. By leveraging our unique onshore/offshore delivery model, our consultants work around the clock to provide solutions quickly and cost effectively, which add measurable value to your business.



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