Vimesoft:
Video Contact Center
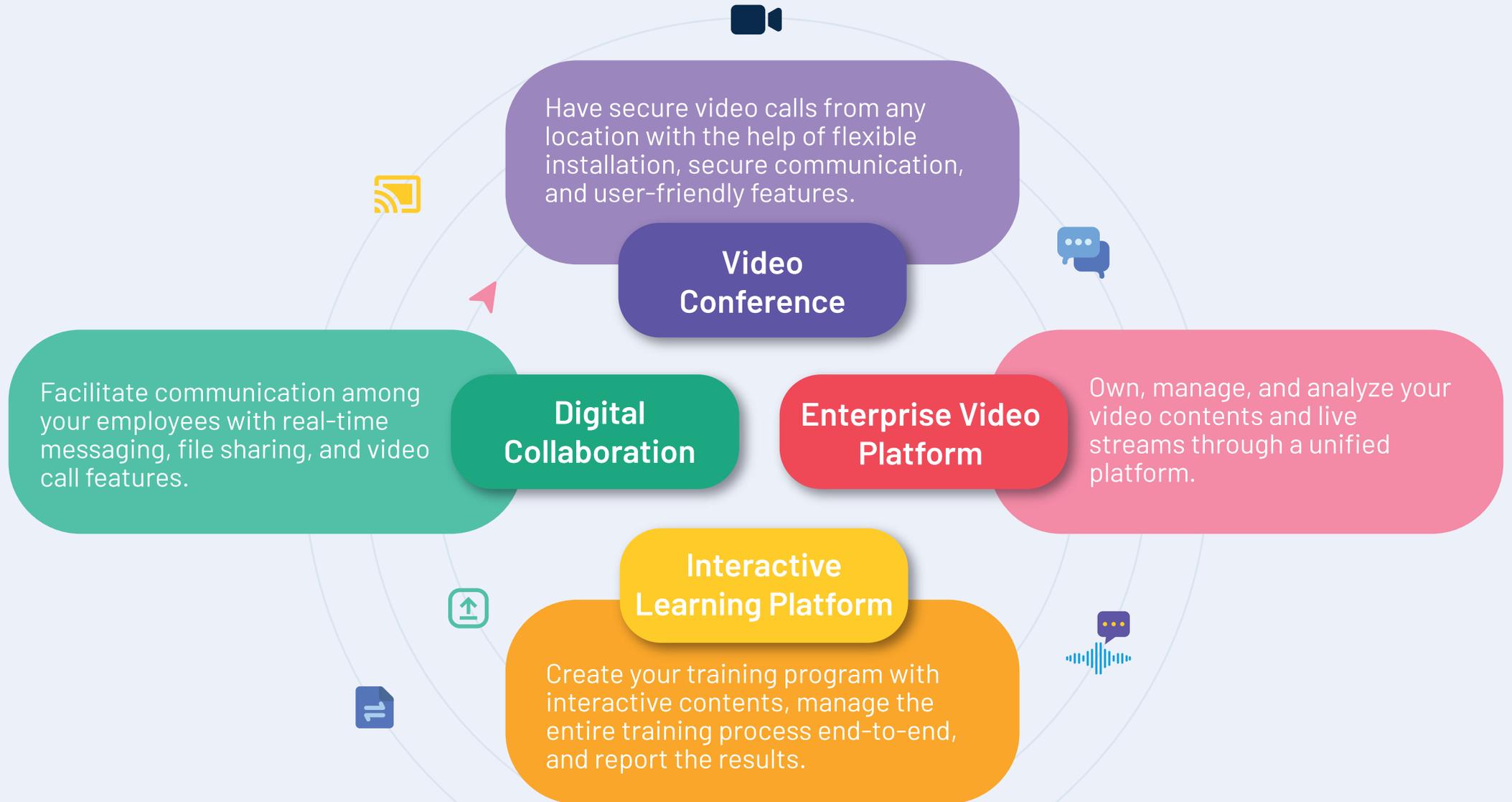
Elevate your video communication experience with cutting edge technology and create a lasting impact

vimesoft

vimesoft

Vimesoft, an integrated communication platform that offers digital collaboration, video conferencing, enterprise video, and interactive learning as an all-in-one solution.

Have secure video calls from any location with the help of flexible installation, secure communication, and user-friendly features.

Video Conference

Facilitate communication among your employees with real-time messaging, file sharing, and video call features.

Digital Collaboration

Enterprise Video Platform

Own, manage, and analyze your video contents and live streams through a unified platform.

Interactive Learning Platform

Create your training program with interactive contents, manage the entire training process end-to-end, and report the results.

•Integrated • Encrypted and Secure • Flexible Installation • Data Ownership • Flexible Licensing • Hardware-Independent • Customization • Advanced Admin and Analytics • Local Support

Elevate Your Video Communication Experience with Cutting Edge Technology and Create a Lasting Impact

Enhance Customer Satisfaction and Loyalty

Take Your Customer Service to the Next Level with Video Communication. Go beyond traditional text and voice communication by establishing instant and face-to-face communication with your customers through video calls. Enhance customer satisfaction and loyalty by providing a more personalized service experience.

Protect Your Data with Secure Video Calls

Safeguard your data by utilizing our local data center in Turkey or on-premise deployment options, ensuring compliance with your legal obligations. Maximize the security of your communication to the highest level with advanced security features such as end-to-end encryption and recording confirmation.

Have a Unique Communication Prototype to Enhance Productivity

Provide your customers and your field teams with the opportunity to make video calls at any location and through any device as they wish, without requiring an application or plug-in. Monitor your calls by making use of real-time analysis and reports, and assess your productivity and service quality on instant basis. Utulize your tacit knowledge and assets by video colloboration in the most effective manner to boost operational productivity.

A More Customized, More Productive and More Effective Customer Experience

Call Routing
Route your active calls to the most suitable agent without signing off your user in the platform, ensuring that the questions are answered quickly and accurately.

Customized Queue Management
Rapidly and effectively route calls while minimizing waiting time with our tailored queue structure designed to meet your specific needs.

High Interaction
Enrich the communication by making use of the interaction features such as screen sharing, automatic call record initiation, chat, survey, remote desktop management, note-taking option.

Integration
Enable user logins with your corporate accounts through LDAP/Active Directory and Single Sign-On (SSO) integration.

Detailed Reporting
Analyze the number of calls made by agents or departments, as well as the waiting and call durations, routed and missed calls, in real-time or within a specific date range of your choice. Generate detailed reports on the waiting, call, break, and idle times of your agents, allowing you to evaluate and assess your performance effectively.

Security
Keep your communication secure by making use of the detailed security settings such as end-to-end encryption, password protection, personal link, waiting room and video record confirmation.

User-Friendly Interface
Add agents to the platform, assign them to specific groups or roles. Easily manage users, agents, categories and other settings from one centralized panel.

Customization
Seamlessly connect to your existing applications through its API-based structure. Use your corporate logo and domain name and incorporate custom messages and texts specific to your organization on communication forms and customer screens.

Scalable Configuration
Seamlessly adapt to the growing number of users and traffic load with its scalable structure that aligns with your specific needs.

High-Quality Video and Audio
Have your calls with high-quality video and audio. Adapt to the changing network conditions automatically by optimizing the video quality.

İstanbul
Maslak Mah. AOS 55. Sok. Maslak Sitesi
No:4 K:8 Kolektif House B Ofis
Sarıyer / İstanbul

Ankara
ODTÜ Teknokent, Mustafa Kemal Mah.
Dumlupınar Blv. No:280/G Kapı No: 1260
Çankaya / Ankara

www.vimesoft.com
For your information and demo requests:
info@vimesoft.com

Call Center
0850 305 15 73