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GOCONTACT

Easy-to-use cloud contact center software

Simplifying the work of today's small to mid-market sized business contact center operations, all while reducing costs.

IVR OUTBOUND

Distinguishes contacts from customers for enhanced campaign targeting and business results

DIALER

Offers several contact methods to streamline business needs

VOICE

Optimizes communication personalization with inbound and outbound phone channels featuring ACD, IVR, and self-service capabilities

QUALITY AND E-LEARING

The Quality area of the platform offers a comprehensive view of the business and its services, products, and support

IVR

A complete and intuitive interface ensures the easy configuration of an interactive and automatic voice response system (IVR) to respond and interact with callers

AGENT ASSIST

Provides customized scripts for web interfaces

FACEBOOK

Send and receive messages, manage comments, and see what everyone is saying about your company

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Contact center software built for businesses.

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GET A DEMO

WATCH DAILY DEMO

Industry leaders empowering operations with GoContact.

Adecco   ManpowerGroup Solutions   randstad   CGI

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DATABASE MANAGEMENT
Intuitively manage data, with no knowledge of databases needed
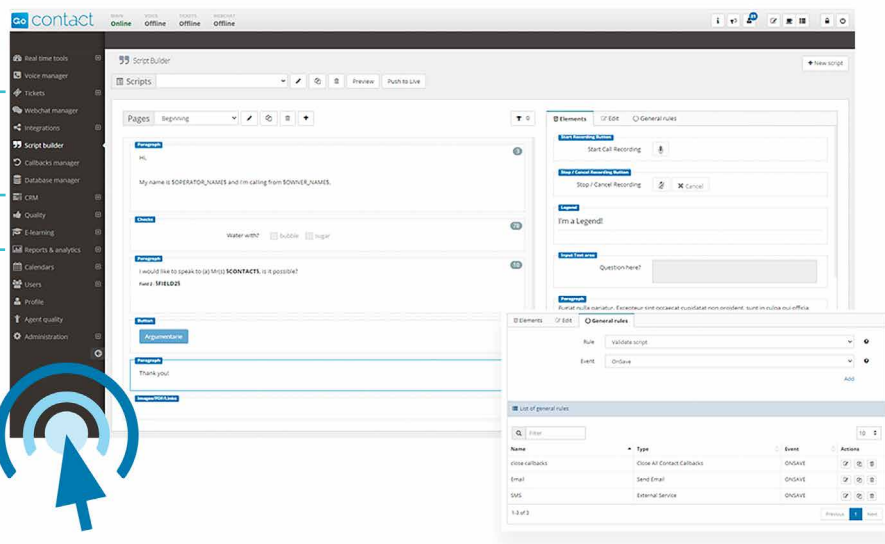
STATISTICS AND DASHBOARD
Real-time analysis increases efficiency and optimizes the performance of your call center

TICKETS
Provide the best response by email at an extremely low cost

CRMs
An omnichannel view of the interactions received and held with customers

REPORTING AND ANALYTICS
Quick and comprehensive access to quantitative data and graphic reports

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AGENT AND SUPERVISOR INTERFACE

GoContact provides two different interfaces: one for the agent and the other for the supervisor.

Access to the software and GoContact is carried out through a browser. This system simplifies its installation on multi-operators and their respective access.

The agent has all answering channels available and visible on their homepage and can quickly identify the interaction channel with the customer, whether by email, inbound or outbound call, chat, etc.

It allows you to consult your daily metrics so you can easily find out how to improve them. The ability to be proactive presents an added value to your contact center.

By analyzing the dashboard, a supervisor can change the answering priorities in order to optimize the call center's efficiency.