

Everybody is in the cloud. But not in yours!

TGA Systems.
Specialized in private cloud communication



TGA 



CALLCENTER INTERCONNECT

Quality is no happenstance!

It is the result of careful planning, paired with innovative technology
and well-developed skills.



NGN

With our **N**ext **G**eneration **N**etwork service we enable an intelligent carrier class core network with smart routing options and continuous information flow to the IVR and ACD, keeping it up back to back. Backup, load balance, distribute or integrate several service centers in to one centralized environment.

Your main advantages will be individual load balancing, the option of integrating several service centers into one centralized environment, performing individually or intelligently sharing work loads, ultimate connectivity or infinite backup strategies.



IVR

Covering all traditional **IVR** features - but specially designed for NGN core networks.

Hosted as a scalable solution supporting a wide range of features, such as web services integration, VoiceXML or TTS, to name just a very few. With a top level 99% uptime guarantee, and a highly attractive set of monitoring and reporting tools.



ACD

Skill-based, of course. But not only in the traditional way, for it has been designed to support MULTICHANNEL communication. And to even allow for OMNICHANNEL communication.

With enhanced reporting and auditing features, local and remote.







Call Center Interconnect

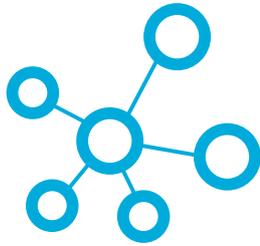
No one understands your business and your goals better than you. In a business environment where almost everyone has access to the same technology, it will be your individual business intelligence and your personal strategy that will have to make all the difference. This is where we step in. With products and services that will support your enterprise's flexibility and potential of differentiate from others. There is no doubt that in order to be able to compete, you need to be in the cloud. But not along with everybody, and not without individual management and control. And privacy.

Call Center Interconnect is what we have to ensure all this. Scalable and modular, adjustable to your very specific needs. With access to innovative assets like multichannel or even omnichannel communication. Or the option of implementing a hybrid infrastructure.

With Call Center Interconnect it will be very easy to start your private cloud in a securely hosted environment, with a redundant backup infrastructure, a 24/7/365 available support team, and dedicated account and project managers.

We have specialized on this. Because we want you to communicate. Always.





MultiChannel

COMMUNICATION

With the objective of supporting our customers in their efforts to differentiate and increase efficiency, our applications and systems have been designed with a focus on supporting MULTICHANNEL communication.

- Call
- Fax
- E-mail
- SMS
- Chat
- Callback: Web, SMS
- Video chat: WebRTC
- Social Media:
Twitter, Facebook, LinkedIn, Xing
- Skype



CALL



FAX



EMAIL



SMS



CHAT



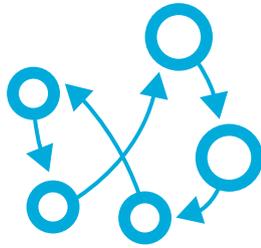
VIDEOCHAT



SOCIAL MEDIA



SKYPE



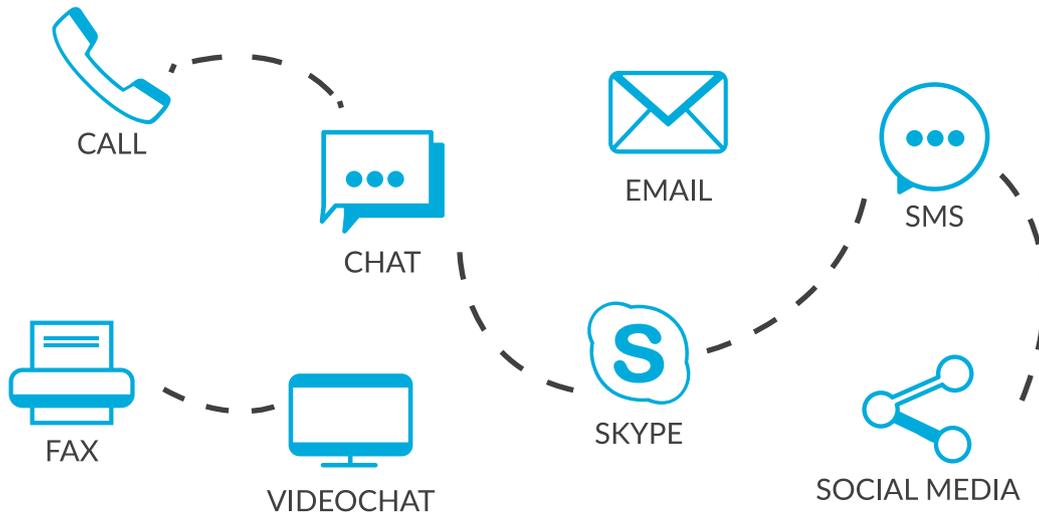
OmniChannel

COMMUNICATION

And for those who want or need to go beyond our applications provide access to OMNICHANNEL communication.

Find here a scenario for OMNICHANNEL driven customer care support:

A customer contacts a helpdesk requesting information; analysis of his request shows he will need to fill in an online form. Instead of leaving the customer with this (accurate) information and maybe having the customer calling again with a new request for assistance, the customer care representative may offer to continue assisting right away. The customer is then guided to the support website, where he enters a code the customer care representative provides over the phone and which gives him not only access to a direct chat with the very same agent, but as well enables a co-browsing-based advanced support.





TGA

TGA Systems GmbH
Schwetzinger Str. 19
D - 68519 Viernheim
Tel: +49 6204 7050 500
Fax: +49 6204 7050 515
sales@tga-systems.com

www.tga-systems.com