CLICKTOOLS FOR
AGENT ENABLEMENT
& PRODUCTIVITY

Today's customer places high demands on contact centers. Whether you are responsible for inside sales, telemarketing, or customer support, it can be challenging to balance productivity and accuracy while delivering a great customer experience. Without the right technology, managing the intricacies of these complex and busy departments can be too much to handle.
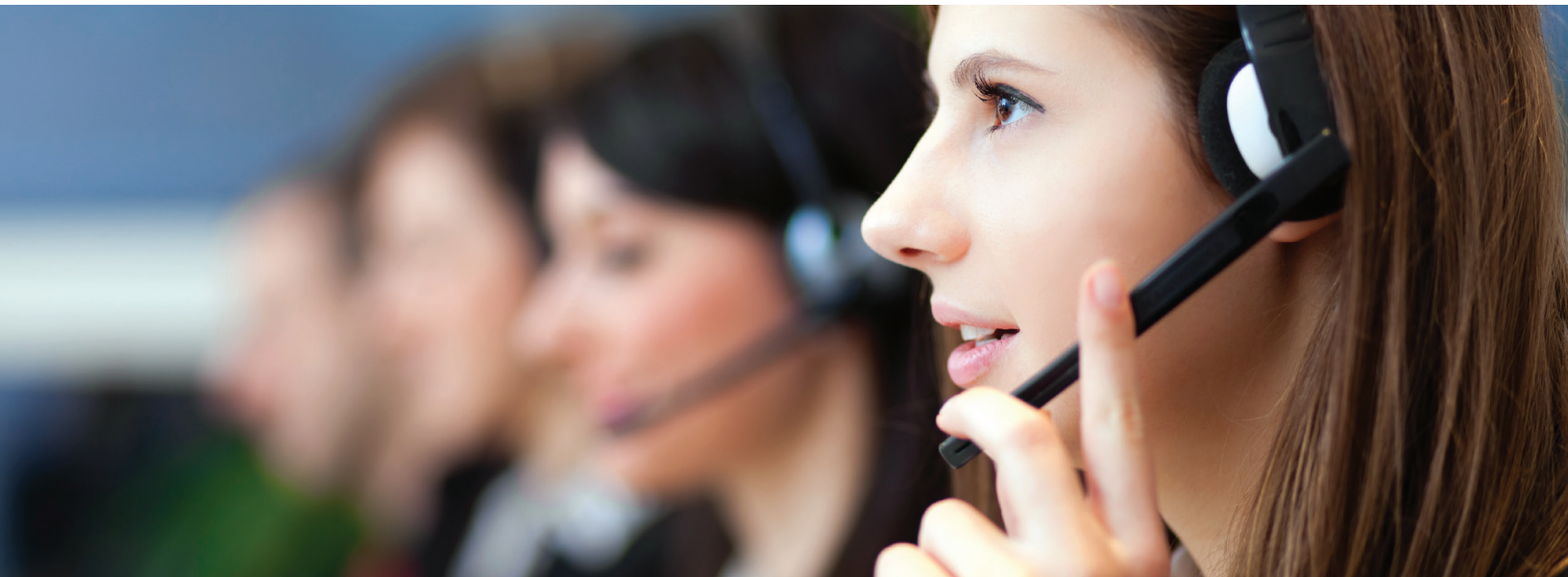
CLICKTOOLS FOR CONTACT CENTERS

To improve the efficiency of your agents and deliver a great customer experience, Clicktools for Contact Centers is purposefully designed to improve efficiency and deliver the sort of experience today's customer demands. Trusted as the leader in the enterprise survey market, Clicktools has created a call scripting solution focused solely on streamlining agent workflows.

In a simple point and click interface, a non-technical user can create call scripts to any degree of sophistication. Unique branching and skip logic guides your agents to ask only the pertinent questions, no matter how complex the problem. Want your data stored in CRM? That's no problem with Clicktools' powerful, real-time CRM integration.

Clicktools for Contact Centers delivers significant benefits, including:

- Improved agent productivity
- Drastically reduced on-boarding time
- Better, more consistent customer experience
- Standardized best practice responses
- Stronger brand reinforcement and messaging
- Maximum upsell and cross-sell opportunities
- Simple follow-up or escalation with automated task alerts
- Easier regulatory compliance

Clicktools for Contact Centers

The perfect solution for:

- Outbound marketing

- Inbound sales calls

- Customer service/support

- Government help/advice lines

- Fundraising

- Regulated processes

- Insurance claims

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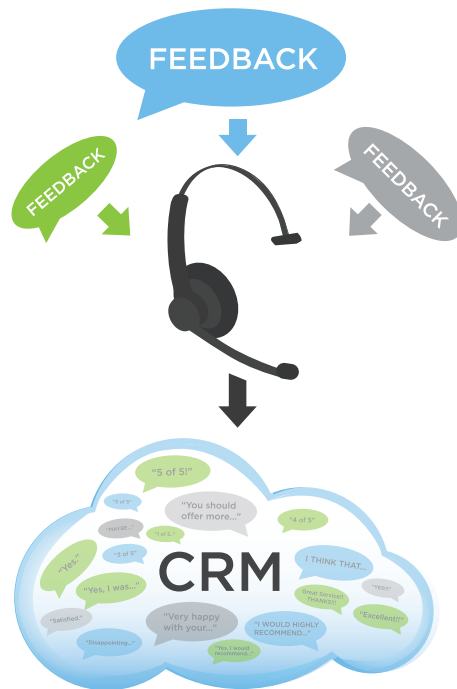
"We use Clicktools to manage an inbound call script with more than 280 questions, extensive branching, and covering a wide range of products. It's presented in seven languages in 20 call centers around the world. Our agents, however, never see any of that complexity. They simply move through the workflow and usually only ask customers between 5 and 10 questions to resolve the call. We complete as many as 30,000 scripts per month, all integrated with CRM."

— Fortune 100 Consumer Packaged Goods Company

Contact us today for a FREE demo.

ABOUT CLICKTOOLS

Clicktools has developed cloud applications that integrate with CRM to help businesses better understand and serve their customers. Hundreds of companies rely on Clicktools' flagship offering, Clicktools, the premium survey software for business, to integrate customer feedback in CRM. Syncfrog, Clicktools' low-cost, intelligent data loader, empowers non-technical users to centralize data from multiple cloud applications. The company is headquartered in Poole, England, UK with US offices in Phoenix, Arizona. Clicktools is owned by Callidus Software Inc. (NASDAQ: CALD), which operates as CallidusCloud®, the leading provider of sales and marketing effectiveness software.

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