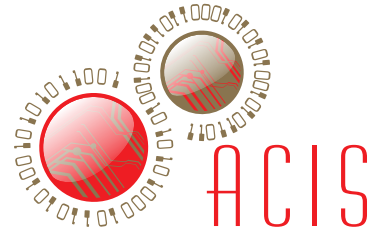


Call Center Solutions



قنوات العرب للأنظمة المتكاملة
ARAB CHANNELS INTERGRATED SYSTEMS

Call Center Solutions

Call Center Applications for Branches include
Dispatcher CQ

Call Center Applications include

- Point of Sale Call Center «POS CQ»
- Call Center Management «CCM»
- Reports for Call Center

Point of Sale Call Center «POS CQ»

POS Call Center is responsible for making orders and transfer them to branches which defined upon them customer address, through POS CQ the user can define customer address, transfer orders to confirm screen to confirm the order before sending it to the branch, send orders to the branch in specific time «promise time». Through POS CQ the user can see the last order the customer has ordered and can edit or cancel it in case of the order has been made in the open day, and can repeat the last order as well.

Application Features

- Easy to use.
- Ability to work with more than one language.
- Ability to determine rights for who use the program.
- Ability to make delivery order to existing customers.
- Ability to make delivery orders to new customers.
- Ability to send messages which sent from call center management application «CCM» to the call center agent for example to remind him of important information, new offer, new item or client promotion.



Call Center Solutions



- Ability to register customer information.
- Ability to edit and cancel customer order in the open day.
- Ability to repeat customer order.
- Ability to transfer customer order to confirmer screen to confirm the order.
- Ability to send the order to the branch in specific time «promise time».
- Ability to add notes for the customer.
- Ability to edit customer information and add more than one address to the customer through alternative address.
- Ability to enter notes for items order to appear in the branch which the order has been sent to it.
- Ability to send order data to the branch to make and deliver it to the customer.

Call Center Management «CCM»

Call Center Management application is the connection between the «Call Center» and the «Branch». Through the Call center Management the customer orders are received from the agents to be confirmed and sent to the branches to make the order and deliver it to the customers.

One of the most important tasks for Call Center Management application is control the call center in terms of agent management, customer management and site management . In addition to the user can assign message which represent Correspondence between Call Center Management and POS CQ and show the update of order status in the branch as well.

Application Features

- Easy to use.
- Ability to appear with more than one language.
- Ability to determine who uses the application.
- Ability to make the connection between the call center and the branch.
- Ability to make application settings such as enable log, add suspect reason and complain types.
- Ability to make user settings.
- Ability to make station settings.
- Ability to control the call center in terms of agent management, customer management and sit management.
- Ability to add and edit messages which sent to POS CQ

Reports for Call Center

Reports for Call Center is part of «Reporting System Application»; which enables the user to «show reports for call center such as orders reports, daily sales report, client details, order frequency, customer profile, user reports, new

customers by month, KPI report, SOS report, edited orders, delivery cash, cancel reason, customer order history, customers› orders in period, order durations, customer products, active clients and complains».

Application Features

- Ability to show reports for call center such as orders reports, daily sales report, client details, order frequency, customer profile, user reports, new customers by month, KPI report, SOS report, edited orders, delivery cash, cancel reason, customer order history, customers› orders in period, order durations, customer products, active clients and complains.

Dispatcher CQ

Dispatcher CQ is considered the link between «Call Center and the Branch». Through it the branch can receive orders which were sent from POS CQ and send them to branch displays» kitchen or packing display» .

Through Dispatcher CQ the user can deliver orders to delivery boys, cancel loading orders from delivery boys and divide employees «delivery boys» for two groups to facilitate order delivery process. In addition to show delivery boys report and delivery boys› sales.

Application Features

- Easy to use.
- Ability to appear with more than one language.
- Ability to deliver orders to delivery boys.





- Ability to cancel loading orders from delivery boys.
- Ability to divide delivery boys for two groups to facilitate delivery process.
- Ability to show delivery boys report.
- Ability to show delivery boys sales.
- Ability to print orders.
- Ability to give the user indicator in case of the item exceeds the preparation time and the item takes the red color.
- Ability to show recipe for the item.
- Ability to see the total quantity which needed for the items to prepared it.
- Ability to divide the order on the screen in pages and can switch between those pages by + or - .
- Ability to appear time for each item to determine the duration since the beginning of sending the item , appear the type of the order, appear item name and its quantity and appear serial number to each order.



Excellence does not mean better,
it means BEST

Al Khobar , King Fahad Street

+966 13895 4080

+966 13895 0403

info@acis.net.sa

www.acis.net.sa



ACIS

قنوات المرء للأنظمة المتكاملة
ARAB CHANNELS INTERGRATED SYSTEMS