Pipkins
SINCE 1983
Enterprise Workforce Management Solutions

NEW!
OMNICHANNEL CLOUD-HOSTED ACD

ENTERPRISE-LEVEL POWER

Intelligent Routing

Calls and other interactions are automatically distributed to the appropriate agents based on a combination of interaction and agent properties.

Quality Management

Our automated QM features help your quality management coaches select conversations that require attention in order to improve outcomes.

Detailed Reports & Data Analytics

Generate detailed reports that include data from all interactions and associated statistics, irrespective of channel, including 3rd-party data.

MORE THAN 700 FEATURES

Empower your agents & gain comprehensive, cost-effective, omnichannel control of your call center operations from a single platform.

This native cloud solution uses completely new architecture specifically designed to meet the increasing demands of today's omni-channel customers. Capable of handling voice, email, web chat, SMS, video calls, and the most popular messaging apps with ease, this powerful, multi-channel solution is one of the most feature-rich options on the market today. A Predictive Dialer, Quality Monitor and a host of other essential features are also included in this fully integrated solution.

Our Cloud Contact Center ACD Package is the ideal choice to pair with the Workforce Network®, Pipkins' powerful WFM Suite.

Powered by   BRIGHT PATTERN

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