DAVINCI
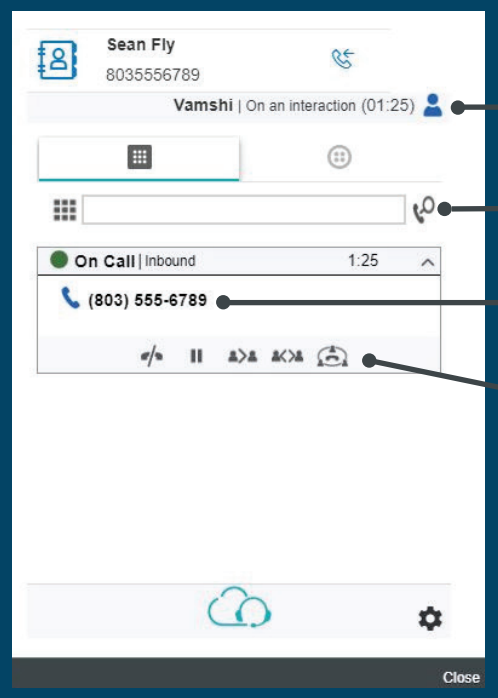
Invent Your Ideal Contact Center
DaVinci for SAP Cloud for Customer (C4C)

Cloud, Premise & Hybrid Solutions

Enable a 360 Degree View of Your Contact Center

AMC Technology's DaVinci solution for SAP Hybris Cloud for Customer (C4C) provides standard CTI features like screen pop of customer information and click-to-dial, in addition to more advanced flexible capabilities like comprehensive reporting and proactive customer care. Integrate your organization's phone system and digital channels like SMS and chat within your SAP Cloud for Customer (C4C) to increase agent productivity, improve the agent and customer experience and enhance the efficiency of the entire organization. AMC Technology's DaVinci Agent provides an embedded toolbar with the ability to support customers on their preferred channels.

Agent Toolbar

Sean Fly
8035556789
Vamshi | On an interaction (01:25)

Clear agent status & status timer within the toolbar

Click-to-Dial within the toolbar or C4C environment

On Call | Inbound   1:25
(803) 555-6789

Configureable screen pop based on ANI, DNIS & more

Contextual call controls

Close

Features at a Glance

Provides pre-packaged integration between SAP Hybris Cloud for Customer (C4C) and leading contact center solutions
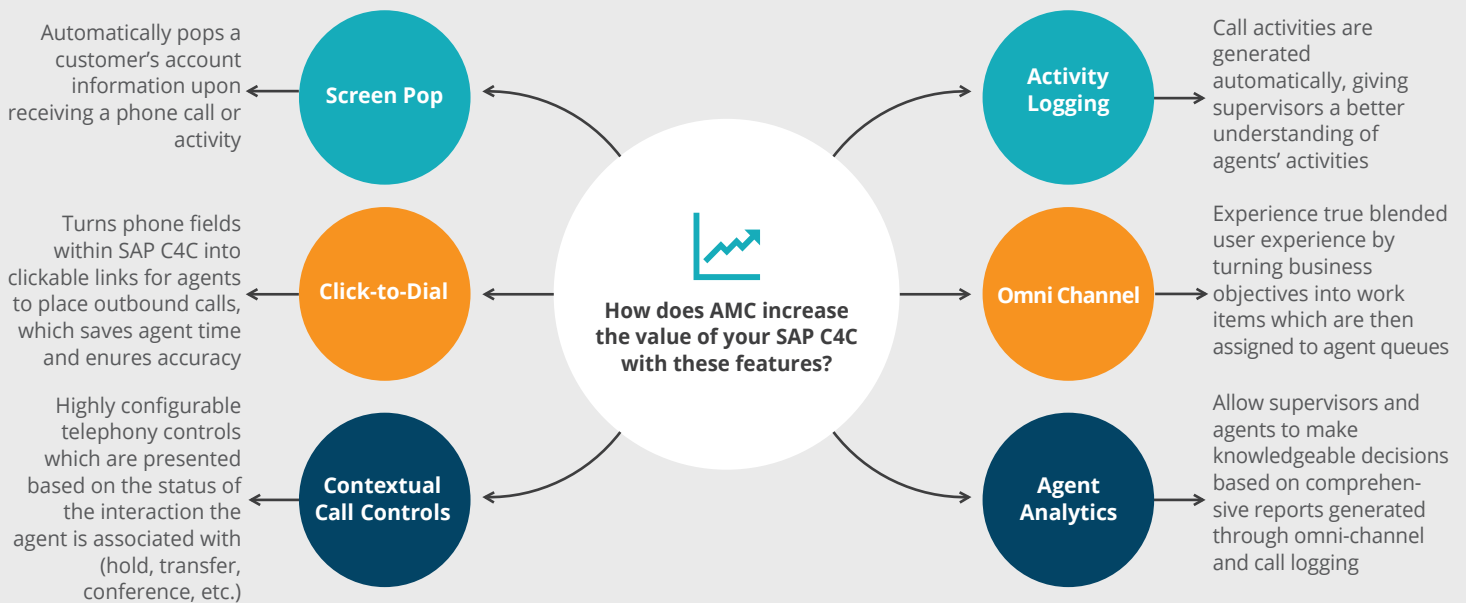
Enables full CTI functionality in SAP agent-desktop including softphone controls, caller ID and screen pop

Automatically logs call information and interaction times

Allows agents to effectively place, receive and transfer interactions with full, real-time access to customer data in SAP

Key Features & Benefits of SAP C4C

Utilize advanced features that increase efficiency for your agents, customers & business

Screen Pop

Automatically pops a customer's account information upon receiving a phone call or activity

Click-to-Dial

Turns phone fields within SAP C4C into clickable links for agents to place outbound calls, which saves agent time and enures accuracy

Contextual Call Controls

Highly configurable telephony controls which are presented based on the status of the interaction the agent is associated with (hold, transfer, conference, etc.)

How does AMC increase the value of your SAP C4C with these features?

Activity Logging

Call activities are generated automatically, giving supervisors a better understanding of agents' activities

Omni Channel

Experience true blended user experience by turning business objectives into work items which are then assigned to agent queues

Agent Analytics

Allow supervisors and agents to make knowledgeable decisions based on comprehensive reports generated through omni-channel and call logging

Why Choose AMC Technology?

Unparalled experience makes our solutions more reliable

- Founded in 1995, AMC has true contact center experience with both enterprise and small to midsized customers.

- Customers in over 30 countries, from Australia and Zimbabwe to Canada and Mexico.

- SAP Partner since 1999.

- 24/7 online support with flexible managed services packages available.

- DaVinci's architecture allow organizations to switch integration points easily.

AMC
TECHNOLOGY

Lets start talking about your project!

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Integration with Cloud Solutions