

INTRODUCING THE NEW AND IMPROVED INSTACC



Our best-in-class contact centre just got an upgrade. Riding the wave of new collaboration tools, we've updated our cloud-based solution to break down enterprise siloes and enable seamless cross-working between frontline agents and functions across the business. So you can deliver fast, consistent, customer-winning service – anywhere and over any channel.



IT'S GLOBAL

Our fully scalable platform is available on demand, anywhere in the world



IT'S FLEXIBLE

Social media integration means customers connect on their terms, switching channels with ease

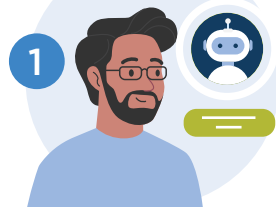


IT'S SEAMLESS

MS Teams integration supports enterprise-wide collaboration in the quest for better CX

DELIVER THE OMNICHANNEL INTERACTIONS THAT DRIVE LOYALTY

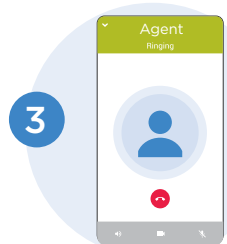
Customer connects to your chatbot



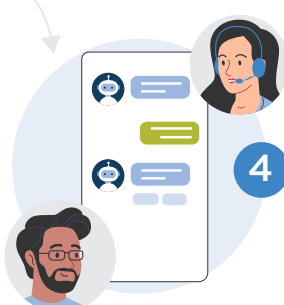
But they need further help



They switch from chat to a WhatsApp call in just a click



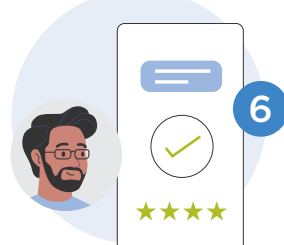
Connecting to an agent with visibility over their chat history



The agent needs help from an SME, so they chat quickly behind the scenes



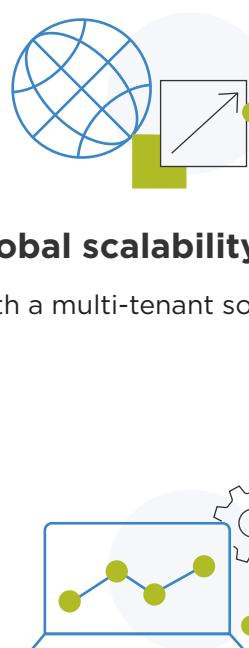
To resolve the customer query



THE FUTURE OF CX IS RIGHT HERE

Global scalability

With a multi-tenant solution



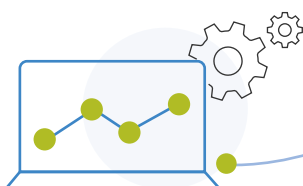
Connected experiences

Through omnichannel routing & social media integration



Greater productivity

Thanks to lower handle time due to MS Teams tight integration, Work Force Management integration



Enhanced customer-focus

Possible through industry leading CRM integration and recording available separately



ARE YOU READY TO MAKE THE BUSINESS OF CUSTOMER SERVICE EVERYONE'S BUSINESS?

Fuel your future contact centre with the power of collaboration. Talk to Tata Communications today.



For more information, visit us at www.tatacommunications.com

Contact us



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