

“Take an omnichannel approach to craft your customer experience”

## ORLIG Contact Centre

[www.orig.com](http://www.orig.com)



# Contact Centre

In today's environment of customers using multiple ways to communicate with companies, more companies are required to support these multiple channels. However managing them all separately may create inefficiencies, more manpower and miscommunications. The need to have a consolidated omnichannel environment is crucial. It is also crucial that this aligns with the customer experience strategy.

ORLIG CRM Solutions for Contact Centers allows organizations to manage an omnichannel and build a well-crafted customer experience strategy to support customers efficiently and effectively.

“Our product is here to assist you in maximizing each and every interaction to make it exceptional and fulfilling”

## ORLIG CRM Inbound

Manage all your customer interactions and unite multiple disciplines of incoming customer service request into one single coherent view with ORLIG CRM Inbound. This system is bundled with a powerful tracking mechanism that will enable your customer service representative to handle more interactions easily and devote more time in resolving the tasks set for them.

### Value

- Get a 360 degrees view on your customer instantly
- Craft your customer experience and exceed expectations
- Meet your Service Level Agreement
- Improve service quality

## ORLIG CRM Outbound

ORLIG CRM Outbound is a comprehensive platform that can help you handle full cycles of tele-marketing, tele-sales, tele-survey or even collections environment. Handle the full sales cycle, from getting leads from prospective clients to the point of booking the sales order. This system would also reduce average talk time while maintaining the quality of the communication.

### Value

- Make each contact count
- Target the right audience with the right strategy
- Increase Conversion Rate
- Cost effective

## ORLIG CRM Blending

ORLIG CRM Blending offers you the combined functions and features from both the ORLIG CRM Inbound and ORLIG CRM Outbound modules, to better manage the Service Level Agreement and leveraging resources across job functions.

### Value

- Optimize resource utilisation
- Improve Service Level
- Minimise cost
- Increase productivity



## ORLIG CRM:

### Sales

- ORLIG CRM Sales Force Automation
- ORLIG CRM Sales Force Automation On-Demand
- ORLIG CRM Sales Force Automation on Mobile

### Service

- ORLIG CRM Helpdesk
- ORLIG CRM Vendor Relationship Management
- ORLIG CRM Customer Service On-Demand
- ORLIG CRM Field Force Automation
- ORLIG CRM Field Force Automation on Mobile

### Marketing

- ORLIG CRM Marketing
- ORLIG CRM Loyalty Management System

### Contact Center

- ORLIG CRM Inbound
- ORLIG CRM Inbound On-Demand
- ORLIG CRM Outbound
- ORLIG CRM Outbound On-Demand
- ORLIG CRM Blending
- ORLIG CRM Blending On-Demand
- ORLIG CRM Debt Collection

### Analytics

- ORLIG Customer 360
- ORLIG CRM Dashboard

### Gamification







- ORLIG Amaze

### Additional Components


- ORLIG CRM CTI Kit
- ORLIG CRM Dialer Kit
- ORLIG CRM Social Media
- ORLIG CRM Report Scheduler
- ORLIG CRM Instant Messaging





### Connect with us


-  [fb.com/ORLIGCRM](https://fb.com/ORLIGCRM)
-  [twitter.com/ORLIGCRM](https://twitter.com/ORLIGCRM)
-  [instagram.com/ORLIGCRM](https://instagram.com/ORLIGCRM)
-  [youtube.com/ORLIGCRM](https://youtube.com/ORLIGCRM)
-  [plus.google.com/+ORLIGCRM](https://plus.google.com/+ORLIGCRM)
-  [in.linkedin.com/ORLIGCRM](https://in.linkedin.com/company/ORLIGCRM)


### ORLIG SDN. BHD. (719801-M)

 Visit us at our office  
A-09-01, Empire Office, Empire Subang,  
Jalan SS16/1, Subang Jaya, 47500,  
Selangor, Malaysia.

 Talk to us  
+603-5033 0333

 Fax to us  
+603-5033 0338

 Email us  
[emailus@orlig.com](mailto:emailus@orlig.com)

 Visit us at our website  
[www.orlig.com](http://www.orlig.com)