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Hybrid Call Center: AMC Technology LLC

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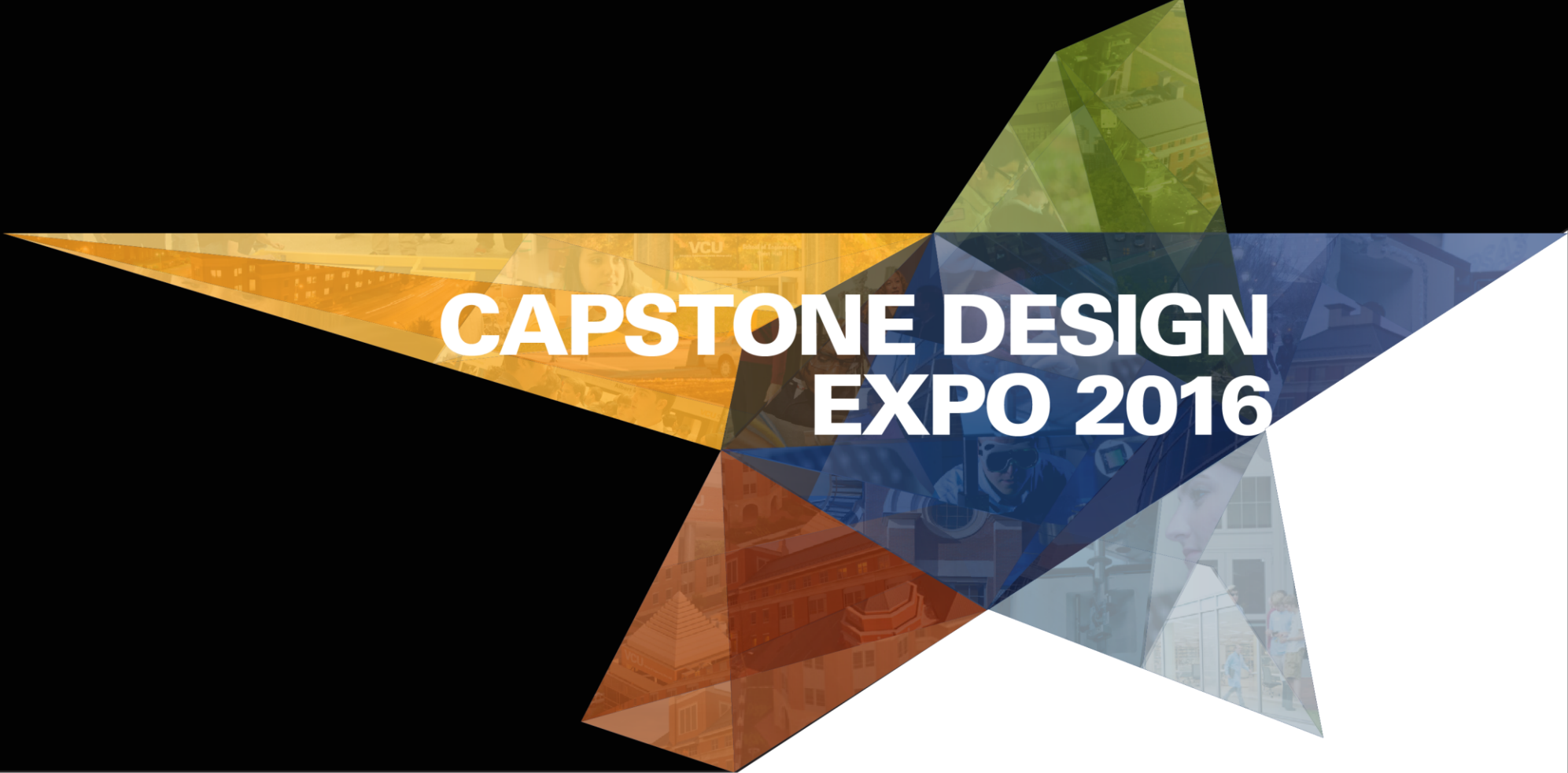
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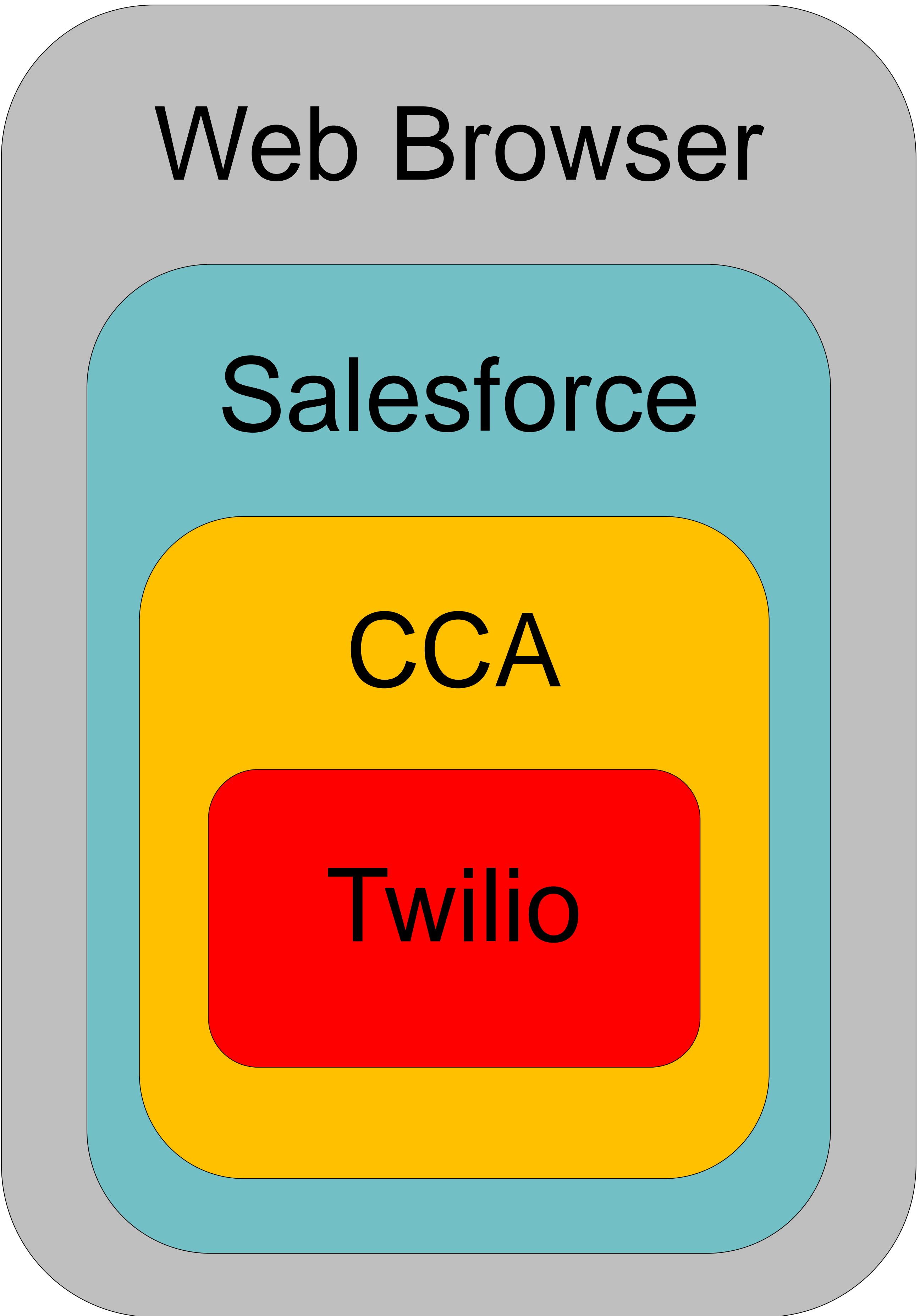


Hybrid Call Center

AMC Technology LLC.



Integration



Features

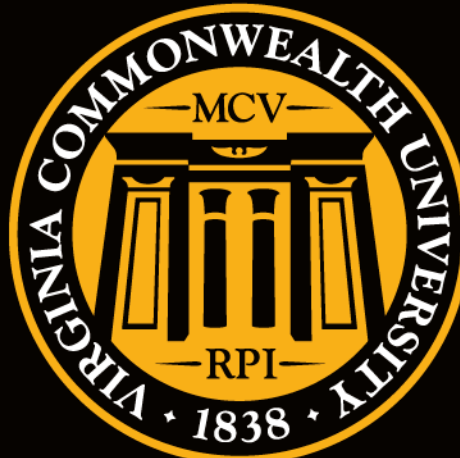
- Integrate Twilio VoIP capability with Salesforce using AMC Contact Canvas Agent
- Custom softphone display
- Agents can **click to dial** through Twilio
- Calls received by agent have **account detail popup** through Twilio

Benefits

- Remove hardware cost of phones



- Improved customer management system to allow for further enhancements such as transfer calling and 3-way conference calling



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