IM
Calendar
E-mail
Telephony

CommuniGate Pro
Contact Center

CommuniGate Systems develops the worlds most efficient and secure Unified Communications technology, enabling businesses of any size to better connect and collaborate.

CommuniGate Pro provides unprecedented security to Internet Communications for web and mobile users. The unique multi-threaded technology holds all known world records and has un-challenged performance delivering the best value to organizations that take security and efficiency seriously.

CommuniGate Pro
Contact Center

Mail
Calendar
Agent

Telephony
Chat
Files
Video calls

CommuniGate
SYSTEMS

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CommuniGate
SYSTEMS

Contact Center 2.0
WebRTC Based Solution

Try it Contactcenter.communigate.com

Easy to use

Contact Center is designed as a simple yet powerful HTML5 Web application. No complex training required to learn.

- Simple setup
- Easy on-boarding of new Agents

Powerful Management

- Queues can be defined by skills, locations, or load factors
- Listen in on realtime calls in "Whisper Mode"
- Add / Remove agents in realtime whether they are in a remote office, in a home office, or on a mobile phone

CRM Integrations

Key CRMs systems are supported out of the box

- SalesForce.com
- MS Dynamics
- SugarCRM
- Zendesk

Multimodal

Allows your customers to stay in touch with you thru any channel they prefer!

All in one Web Based Agent Application:

- Email & files
- IM Chat
- Telephone / VoIP
- Web Widgets (Call back, Chat, VoIP)

Elastic growth

Contact Center is designed to grow with you up or down so you can deploy agents as you need.

- Optimize for outbound sales campaigns
- Adjust for seasonal sales or registration periods
- Add agents on peaks or spikes
- Only pay for what you need

Contact Center application allows companies to perform monitoring, recording and listening of their employer's calls, creating groups of agents and queues.