Teligent® is INNOVATING

the way your contact center communicates

with customers using SMS & Webchat!

2x

Americans text twice as much as they call, on average.

95%

95% of texts will be read within 3 minutes of being sent.

33%

33% of American adults prefer texts to all other forms of communications.

The Teligent® Interactive Solution is a clientless platform that allows contact center agents to interact with customers using SMS (Text), MMS (pictures), and webchat on one platform - without disrupting existing voice services.

Teligent® Interactive Solution was built and designed with contact centers in mind. Unlike other SMS providers, there is no limit to how many messages can be sent and received on the platform. Only state-of-the-art infrastructure was used to designing our SMS platform built with full redundancy, failover safeguards and intelligent routing capabilities to ensure messages are delivered, 100% of the time.

Enable SMS on virtually ANY local or toll-free number including international capabilities.

New Generation Of Customer Experience For Every Industry!

- Government
- Healthcare
- Retail
- Education
- Logistics
- Utilities
- Service
- Providers
- Banking

Teligent® Interactive Solution Provides:

01 Queue Logic

Similar to call center logic, the system routes messages (SMS, MMS, & Webchats) based on pre-determined logics such as wait times, skill level, language, and more.

02 Intelligent Recognition

The queue will try to assign messages to the same agent who has already worked with the client recently.

03 Unresponsive Agents

Messages won't get lost. When an agent goes unresponsive, the message will be pulled from the agent and redirected into the queue for the next available agent.

04 Webchat

Simple scripts integrate webchat to a website. Then, Teligent® Interactive Solution allows agents to respond to SMS and webchats within the same platform.

05 Real Time Monitoring

Supervisors have access to a live dashboard to see agent status, how many texts or chats are waiting in queues, wait times, and more.

06 Escalation

Empower your agents with escalation capabilities. A message can be reassigned directly to a supervisor if an agent needs additional assistance.

07 Advance Reporting

Every message is tracked, timestamped, and available to be downloaded in a .CSV file. Reports can be generated per agent, queue, or companywide with a multitude of sorting options.

08 API

Available API's for 3rd party interactions. Easily add Teligent® Interactive Solution into the contact center workflow.

09 Artificial Intelligence

Artificial Intelligence speeds up processes and allows contact centers to become more efficient than ever. Respond to messages with artificial intelligence and allow agents to spend more time providing excellent customer service.

10 Power Notification

Power notification allows contact centers to send multiple messages to multiple recipients at the same time.

11 Opt-in /Opt- out

Stay TCPA compliant and easily allow for customers to opt-in or out without agent interaction.

12 Provisioning

Portals give administrators access to simplified provisioning management, and on-the-fly changes.