

Call Centre Solutions — Feature Sheet

Inbound, outbound and blended call centre for South African businesses, with full supervisor tools, CRM integration, real-time dashboards and remote agent support.

- Skills and priority queues
- Live wallboard
- Queue and SLA analytics
- Supervisor tools
- Proactive outbound campaigns as a managed process
- Channels customers already use

Talk to DSE Connect

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Features and availability depend on your plan. Contact your account manager for a quote.