



INVISION Call Protection System

# CALL CENTER

Whatever you are a small or big company, your customer data is very important, and as regulated by law you must protect your customer personal information from unauthorized access.

# Let's start right now by protecting your customer data

The competitive landscape in the business realm has many organizations managing highly sophisticated call center operations for reaching sales goals and meeting customer service demands. And, while many of these technologies significantly improve service efficiency and customer care, they do present a number of data exposure concerns as service agents share your customer contact number which consider sensitive and confidential personal information.



## Hide Customer Number

Your call center agent won't be able to see your customer contact number during a call



## Seamless

No changes at all in existing call center agent work process, minimize disruption / training



## Flexible Integration

We support various type of call center infrastructure and flexible integration with your backend services

# Sample screenshot

The screenshot displays a sales CRM interface for a user named Nurhab. The main content area shows a call log for a customer named IEP coba dong with the phone number 08XXXXXX4343. The call status is 'Now Connecting'. A modal window is open over the call log, titled 'Calling . . 08XXXXXX4343', and contains a list of reasons for follow-up: 'Tidak diangkat', 'Sibuk', 'Nomor tidak terdaftar', and 'Reject'. The modal also has 'Connected' and 'Next' buttons. In the bottom right corner, there is a small window showing a call in progress with the status 'Outgoing' circled in red.

Thank You