

Vocalcom and NCR Announce Strategic Relationship to Provide Omnichannel Cloud-based Contact Centre Services in the UAE

DUBAI, UNITED ARAB EMIRATES, June 18, 2015 /EINPresswire.com/ --

Vocalcom, the leading contact center solutions provider, today announced a strategic relationship with NCR Corporation (NYSE: NCR), the global leader in consumer transaction technologies, to provide omnichannel cloud-based contact center services in the United Arab Emirates (UAE).

Under this relationship, Vocalcom will provide NCR with its [Cloud Contact Centre solutions](#). NCR will integrate and resell the solution to customers in the local financial, retail, government and other sectors, offering them enhanced customer services with cloud-based contact centres that support all channels

from voice to social media.

Once integrated with Vocalcom's solutions, the NCR turnkey offer will provide a real omnichannel customer services management portal with a single consistent view that incorporates everything from phone, web chat, email, SMS and social networks. This will be in addition to its existing value added applications such as sales and complaint management and single view agent. It enables businesses to offer personalized services based on customers' interaction histories and provide consistent level of services across all channels.

Ali Kassab, (EVP Corporate Growth, ME, Africa, APAC) of Vocalcom said: "NCR is a global technology company renowned for [transforming customer experiences](#) with innovative solutions for multiple industries. Our Solutions will complement NCR's solutions in enabling customer interactions."

"With the unique offering of Vocalcom and the large coverage and expertise of NCR, we believe this partnership will see a vast array of success stories. Both companies have a mutual understanding of improving customers' businesses and transforming the omnichannel customer experiences," added Kassab.

Vocalcom products suite includes [Omni Channel contact centre](#) solutions, Vocalcom Cloud, a true Cloud Solutions platform and Hybrid Cloud Solutions. The solutions revolutionize the way organizations communicate and engage with customers, enabling them to deliver personalized and



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unique customer service experience and drive a more effective service.

Ahmad Jamal, MEA eBusiness solutions leader of NCR said: "With NCR's vast business presence across the region, we are pleased to enter the partnership with Vocalcom to enhance our customers' experience in meeting the growing demand in the UAE for cloud-based contact centers with a single point of contact."

"Our application across the digital and physical channels is flexible and scalable in allowing us to integrate smoothly with Vocalcom's contact center platform. We will make our customers journeys easier in enabling their sales and service agents to connect with customers and prospects from anywhere in a seamless manner," added Jamal.

Earlier this year TMC, a global, integrated media company, named Vocalcom Contact Center Solution as a recipient of a 2015 CRM Excellence Award, presented by CUSTOMER magazine. Since 1982, CUSTOMER magazine (formerly Customer Interaction Solutions) has been the voice of the call/contact center, CRM and teleservices industries.

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