

oracom

G R O U P ● ● ●

OMNICHANNEL . VOICE . BPO

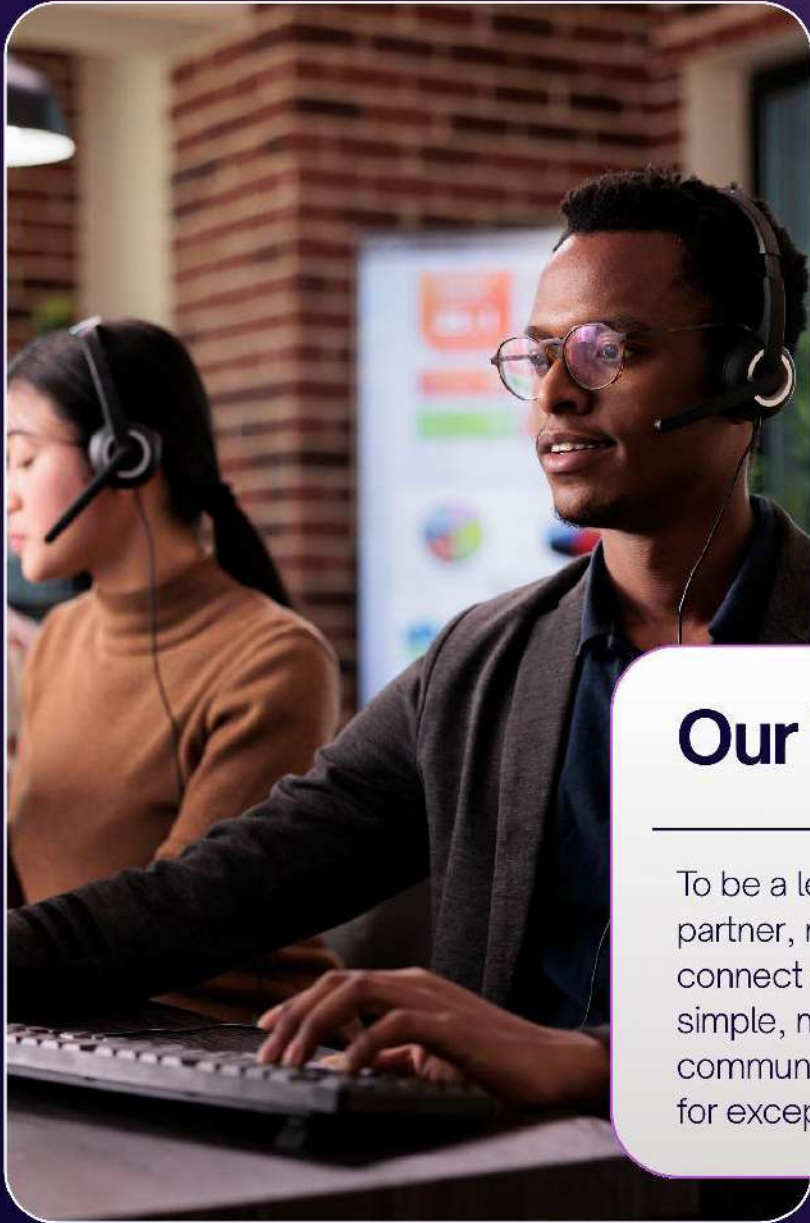
One platform. Every customer conversation. Complete visibility.



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About Us?

Oracom Call Center helps businesses connect with their customers through reliable, professional, and technology-driven communication solutions.

From customer support to outbound engagement, we deliver seamless interactions that improve customer experience, strengthen relationships, and help businesses grow.

Better conversations. Better customer experiences.

Our Vision

To be a leading customer experience partner, redefining how businesses connect with their customers through simple, meaningful, and effective communication while setting the standard for exceptional customer experiences.

Our Mission

To deliver reliable and professional customer support by combining skilled people with smart technology to create seamless interactions, strengthen customer relationships, and drive value for our clients.

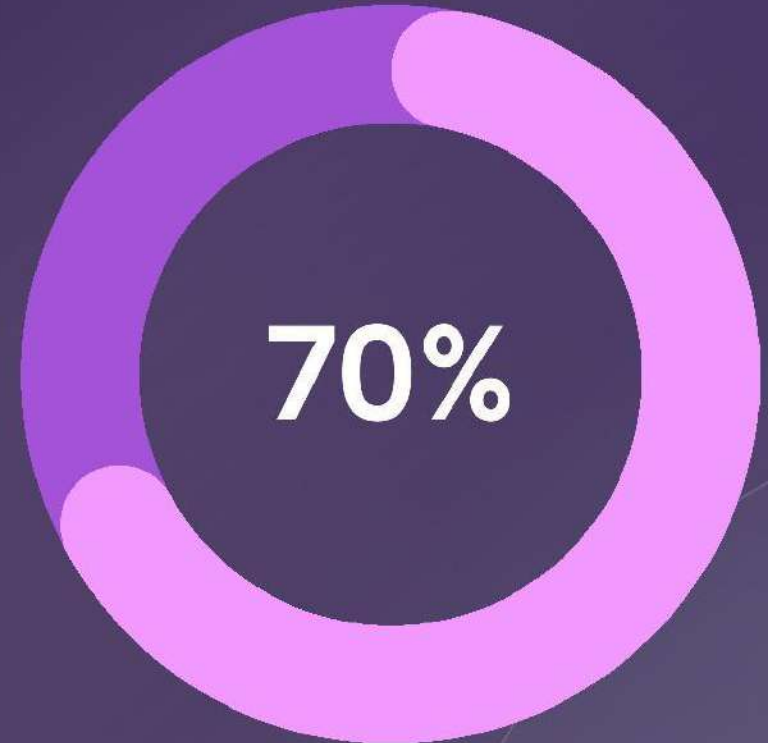
Market Insights

"The Customer Experience Is Changing"

Customers expect businesses to be faster, more accessible, and more responsive than ever before. Every call, message, and interaction shapes how customers perceive a brand.

For businesses, this means customer communication is no longer just a support function — it is part of the customer experience.

Oracom Call Center helps businesses meet these expectations through professional, reliable, and human-centered communication.



of executives say customer expectations are evolving faster than their company can adapt.

THE PROBLEM



Calls Going Unanswered

Missed calls can mean missed customers and sales. Important conversations can easily slip through.



WhatsApp Conversations on Personal Phones

Customer conversations become difficult to track and manage. Handover and follow-up can also become challenging.



Emails Getting Lost in Crowded Inboxes

Important requests can be missed or delayed. This can lead to frustrated customers and lost opportunities.



Customer Issues Being Managed Through Spreadsheets

Tracking issues and follow-ups becomes difficult. Information can quickly become scattered.



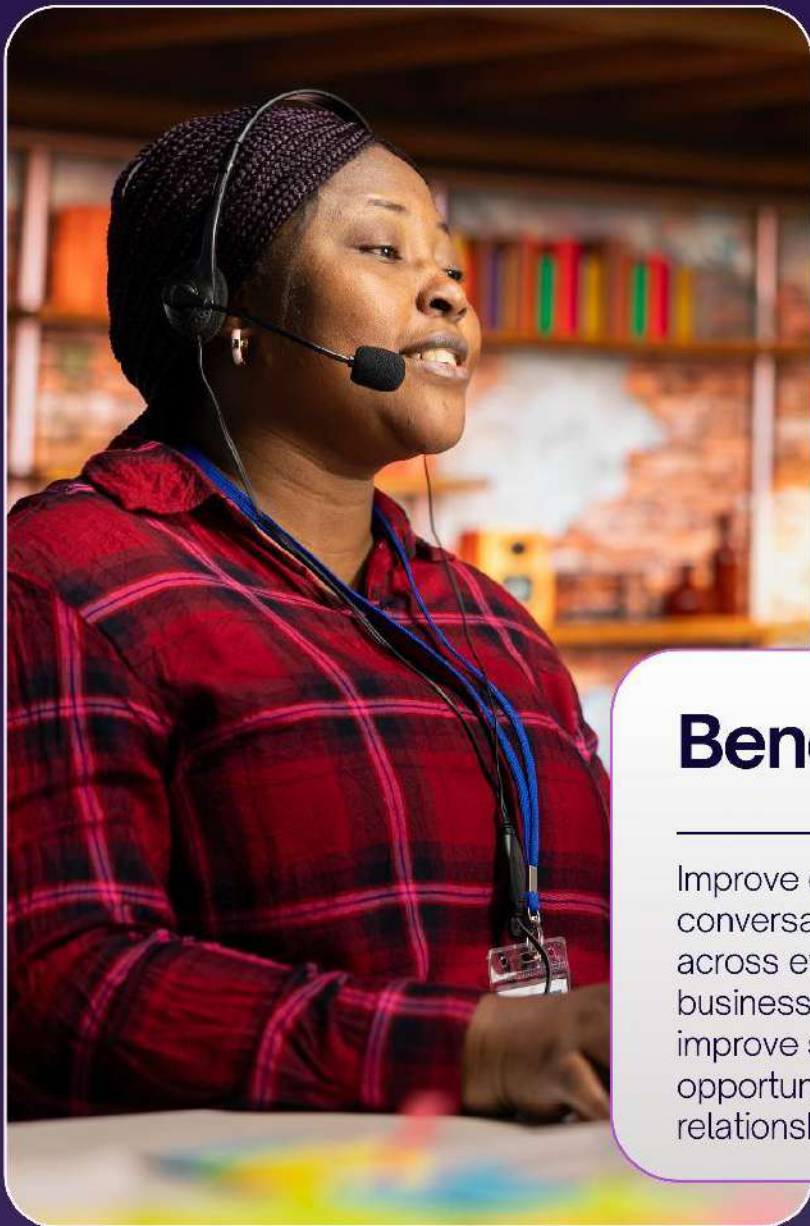
Supervisors Lacking Visibility

Supervisors may not see what is happening in real time. This makes it harder to support teams effectively.



Managers Unable to Measure Performance

Without clear data, performance is difficult to track. Managers have less insight for better decision-making.



THE SOLUTION

A complete customer communication and call-centre platform that brings your conversations, teams, and data together in one connected environment.

One Platform. Everything Connected.

Benefit 01

Improve customer response times, centralise conversations, and give teams better visibility across every interaction. Oracom helps businesses streamline daily operations, improve service quality, reduce missed opportunities, and build stronger customer relationships through one connected platform.

Benefit 02

Gain greater control over customer interactions with centralised communication, real-time visibility, and clearer performance insights. Oracom enables teams to work efficiently, respond faster, and deliver a more consistent customer experience across every channel.

CALL CENTRE

Your calls should be managed
not simply answered.



IVR & Call
Routing

designed by freepik



Queues &
DID
Managem
ent



Call
Recording
& Logs



Agent &
Supervisor
Tools



Web
Dialer &
Outbound



AI Call
Summaries

OMNICHANNEL

Your customers don't use one channel.
Your team shouldn't need five systems.



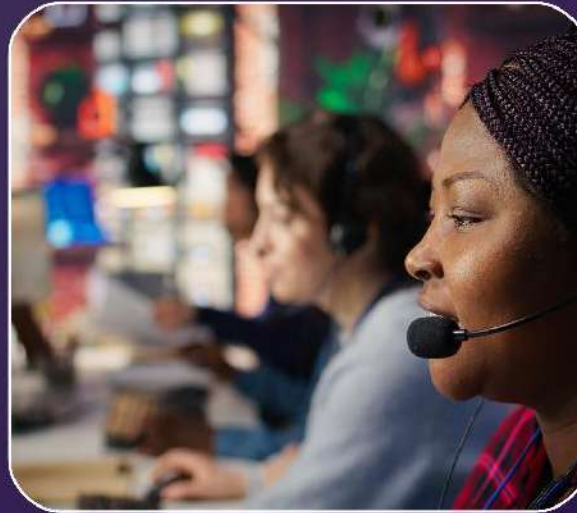
CUSTOMER SUPPORT & TICKETING

From “we’ll get back to you” to accountable follow-through.

1. **Create & Manage Tickets**
Capture every customer issue.

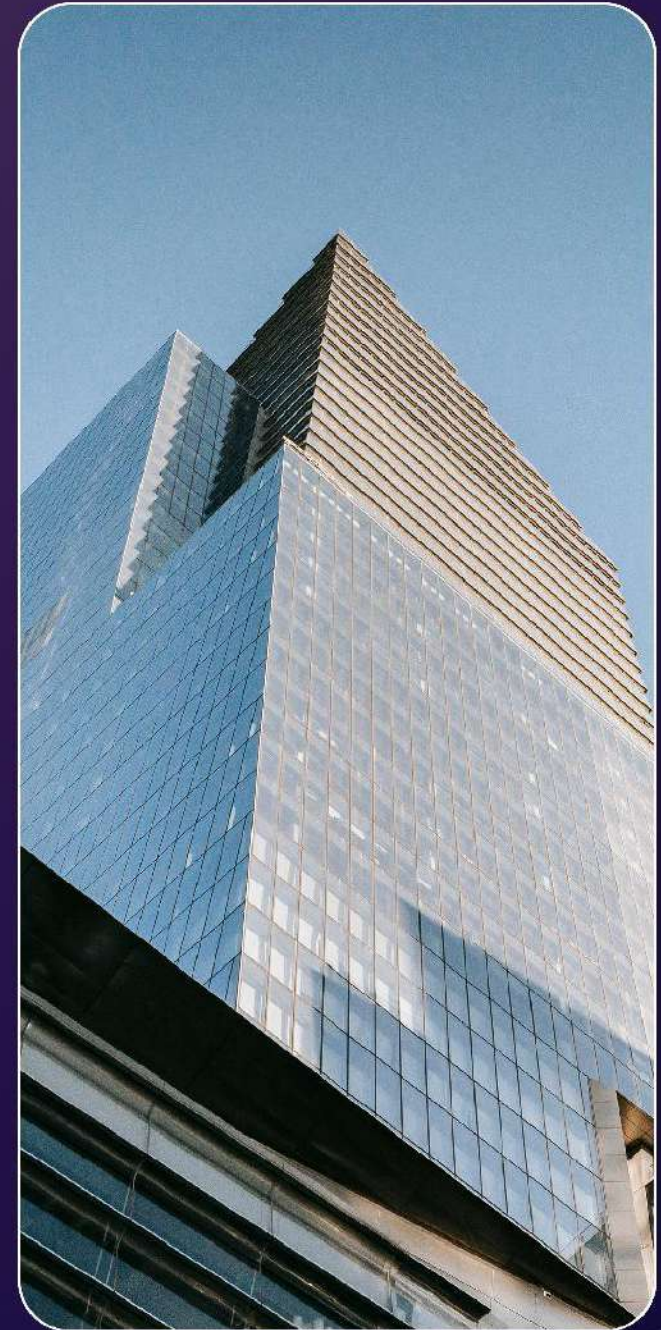
2. **Set Priorities & SLAs**
Define urgency and response expectations.

3. **Assign to the Right Team**
Make sure every issue has an owner.



4. **Add Notes & Track Activity**
Keep the full interaction history visible.

5. **Follow Up Until Resolved**
Track every issue through to completion.



CRM INTEGRATION



- Calls, messages and tickets connected to the customer record.
- Better context. Better relationships.
- Better business.

REPORTING & VISIBILITY



Call Activity

Track incoming and outgoing calls.



Agent Performance

Understand team productivity.



Real-Time Dashboards

Get a clear view of operations as they happen.



Response Times

See how quickly customers are being served.



Channel Performance

Compare activity across communication channels.

*Clear visibility. Better decisions.
Stronger performance.*

CUSTOMER SUPPORT & TICKETING

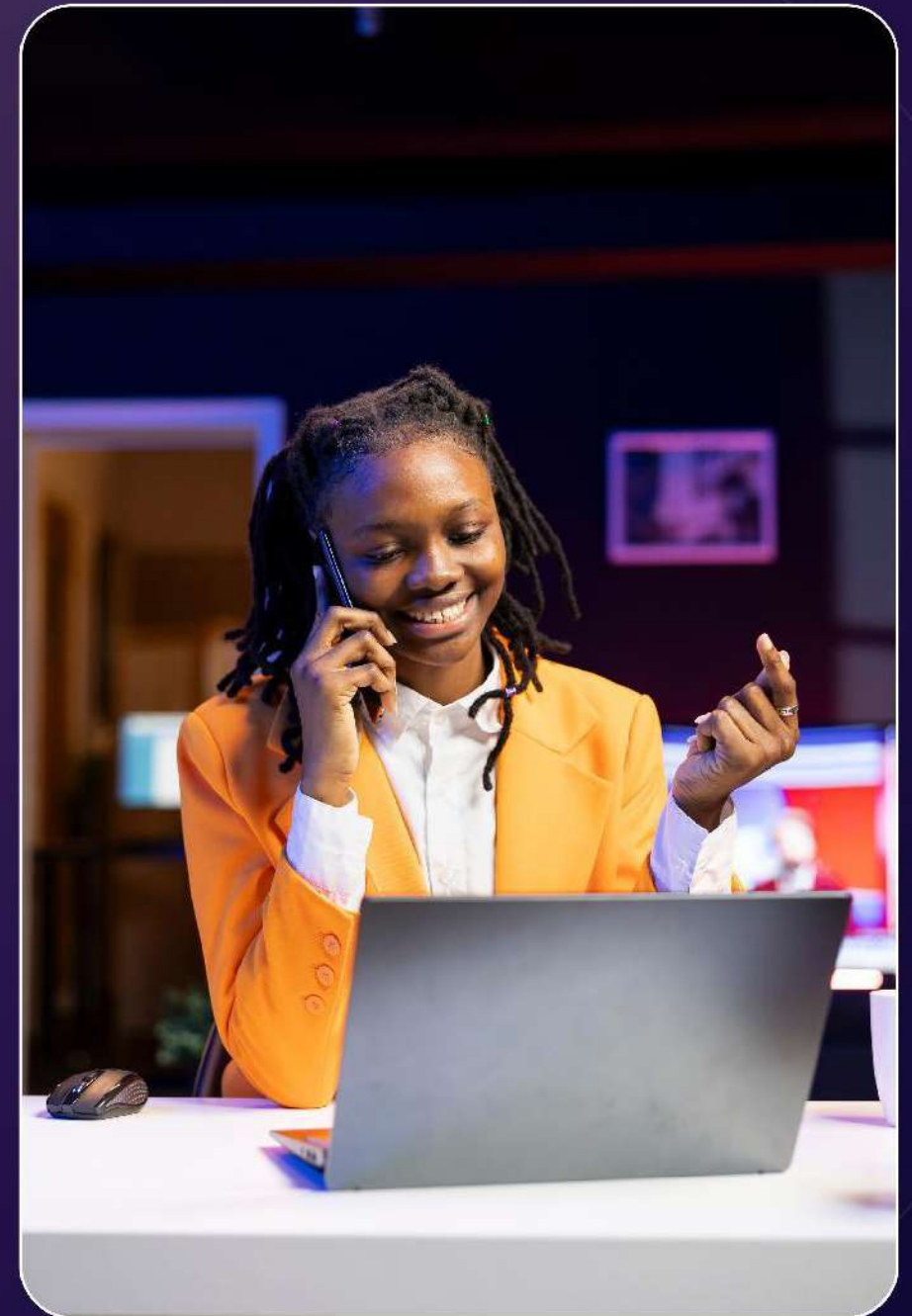
From “we’ll get back to you” to accountable follow-through.

1. Take Calls Anywhere

2. Respond on the Go

3. Update Tickets in Real Time

4. Stay Connected





READY TO SEE IT IN ACTION?

Let's build a better way to connect
with your customers.

- Fewer missed opportunities
- Happier customers
- Stronger teams
- Real business results

**BOOK YOUR PERSONALIZED
ORACOM CALL CENTRE
DEMO TODAY**



Let's Create Something Amazing Together



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