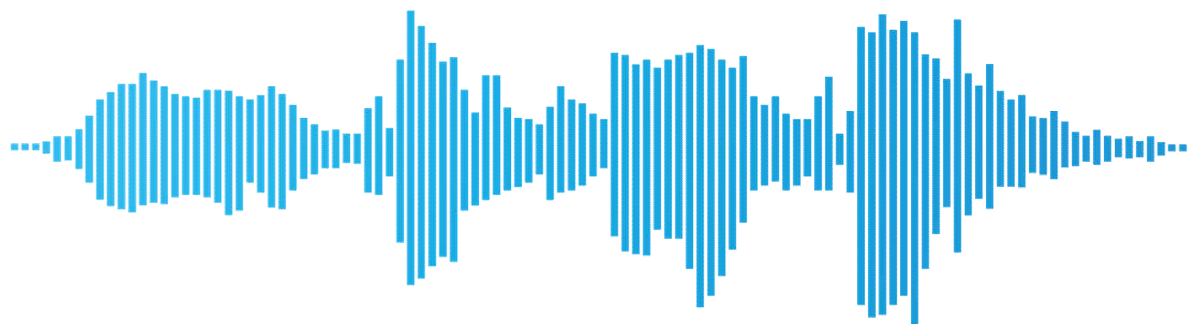




24SHOP.BY

ИНТЕРНЕТ-МАГАЗИН



МАСТЕРТЕЛЕКОМ

НАДЕЖНЫЕ CALL-ЦЕНТРЫ ДУШЕВНЫЕ ЛЮДИ



Call center

in Europe and USA

ecommerce

Sergey Stanisheuski

24shop.by

Minsk

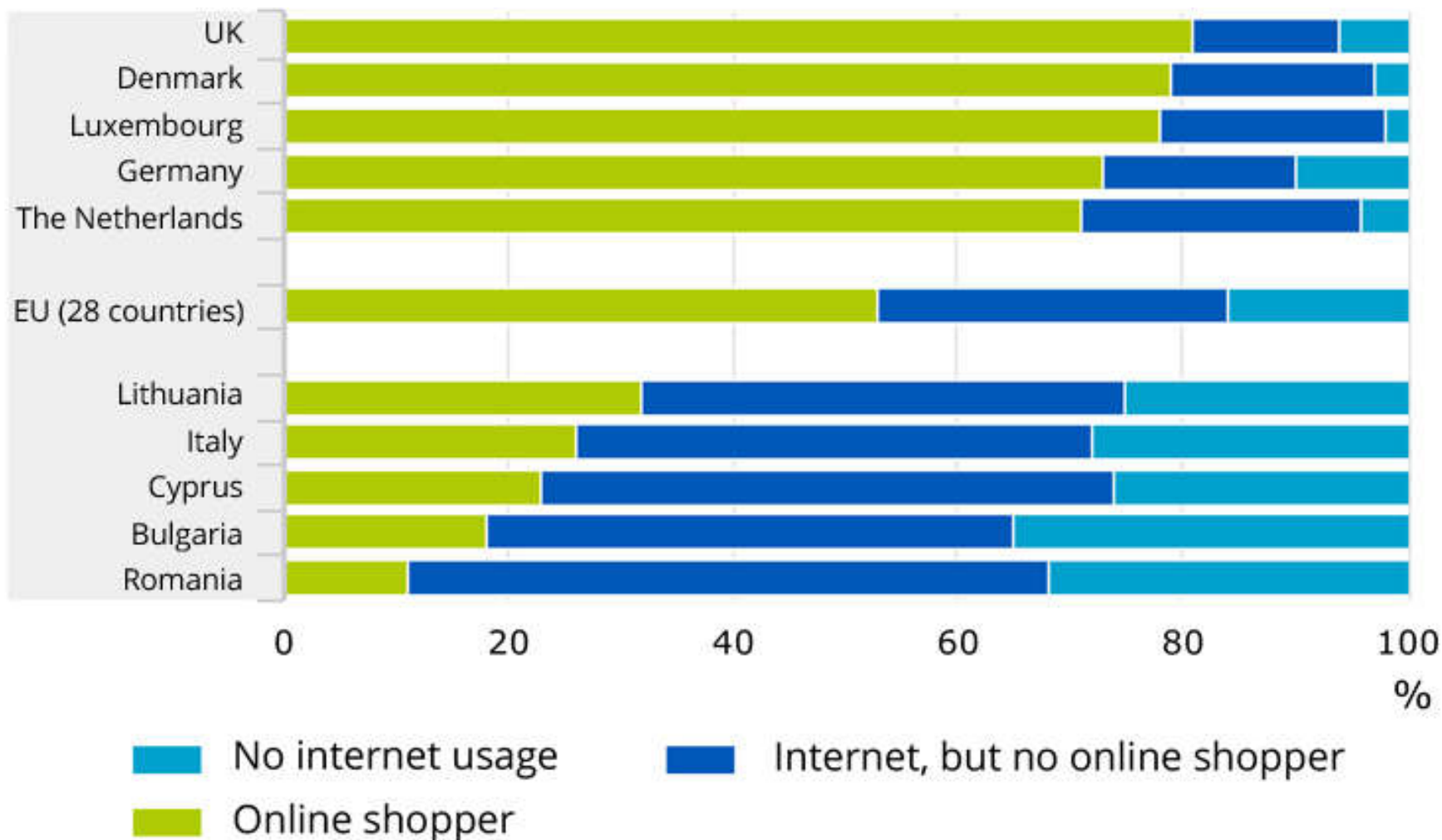
2016, 29 september

IV International conference

"Контакт-центр: эффективные модели развития"

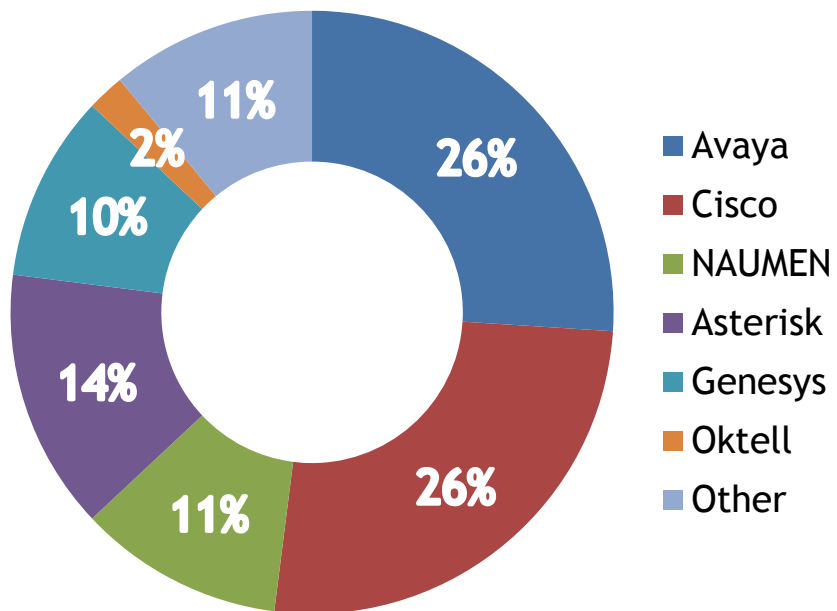
Ecommerce has high level in TOP European countries

Online shopping, 2016

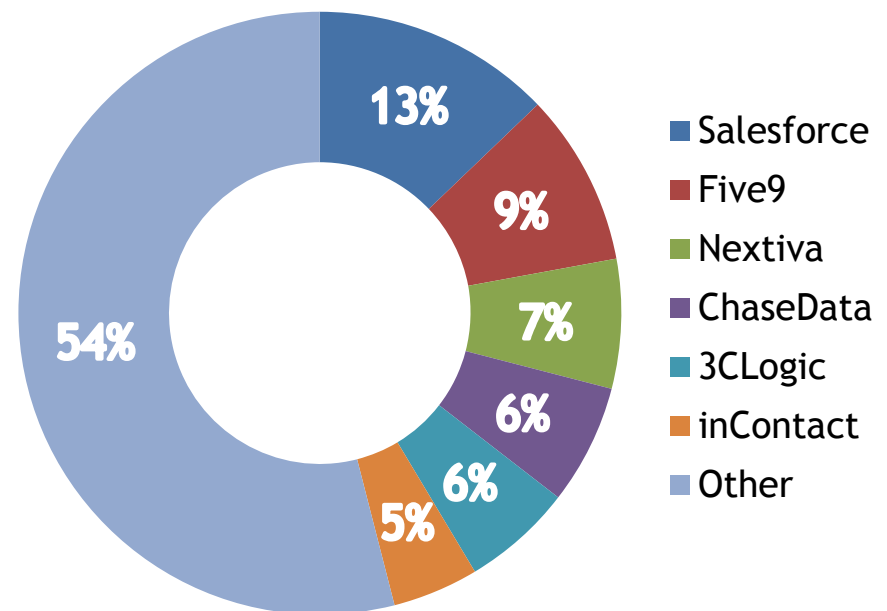


TOP call center vendors 2016

post USSR



USA and EU



Technologies that changed the world

Social Networking



Big Data



Cloud



Infrastructure trends

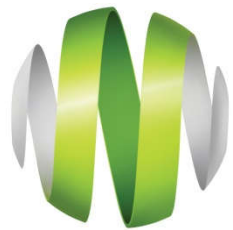


Open source platforms

Outsource

Mobile technology

Call center speech recognition vendors



NUANCE

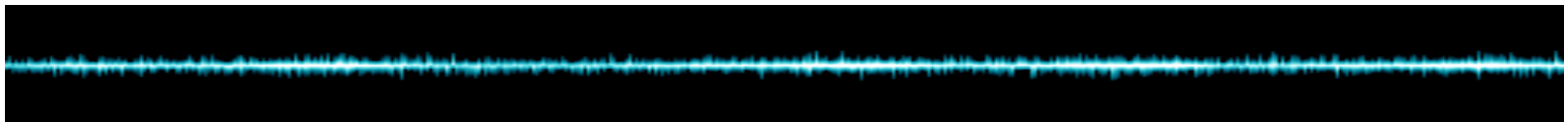
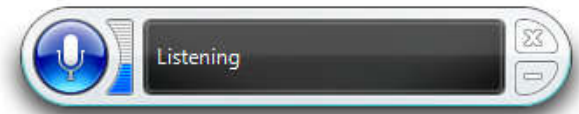


Microsoft



Loquendo

VOCAL TECHNOLOGY AND SERVICES



Marketing tools

Lead Generation

Live chat

Email marketing

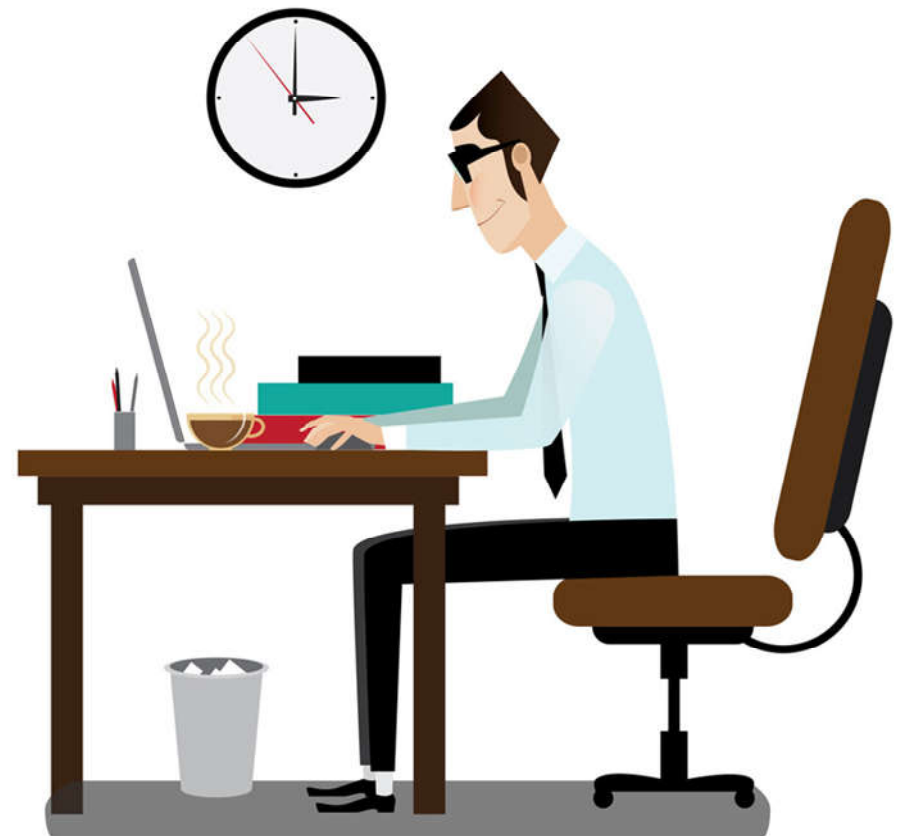
Call back

Call tracking



Jobs and career

Work at home is trending today



Wide integration tools

CRM



ERP



ORACLE®

Analytics



Email-marketing



Service Desk



Omni-channel trends

Voice

Email

SMS

Web-chat

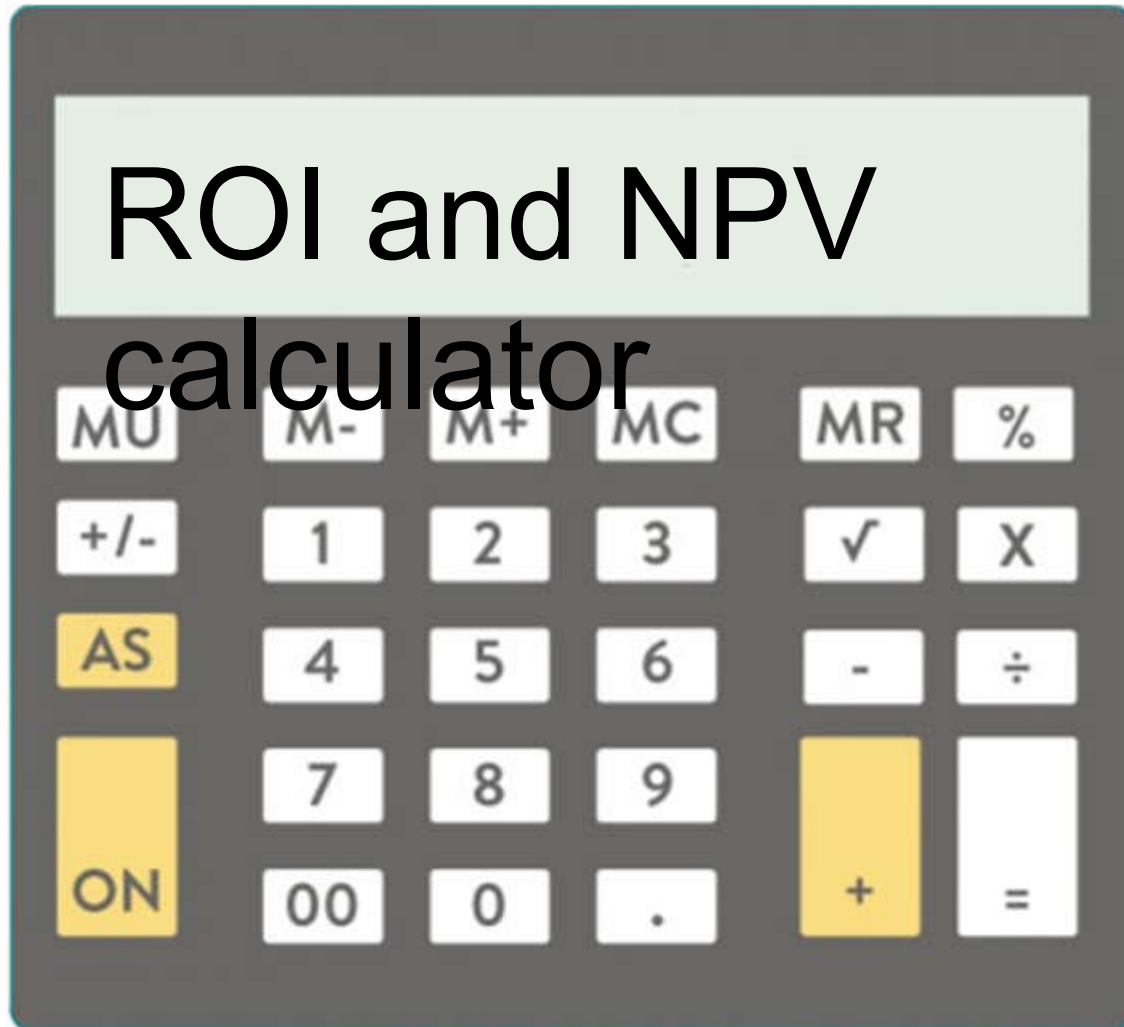
Social network

Apps



ROI and NPV calculator

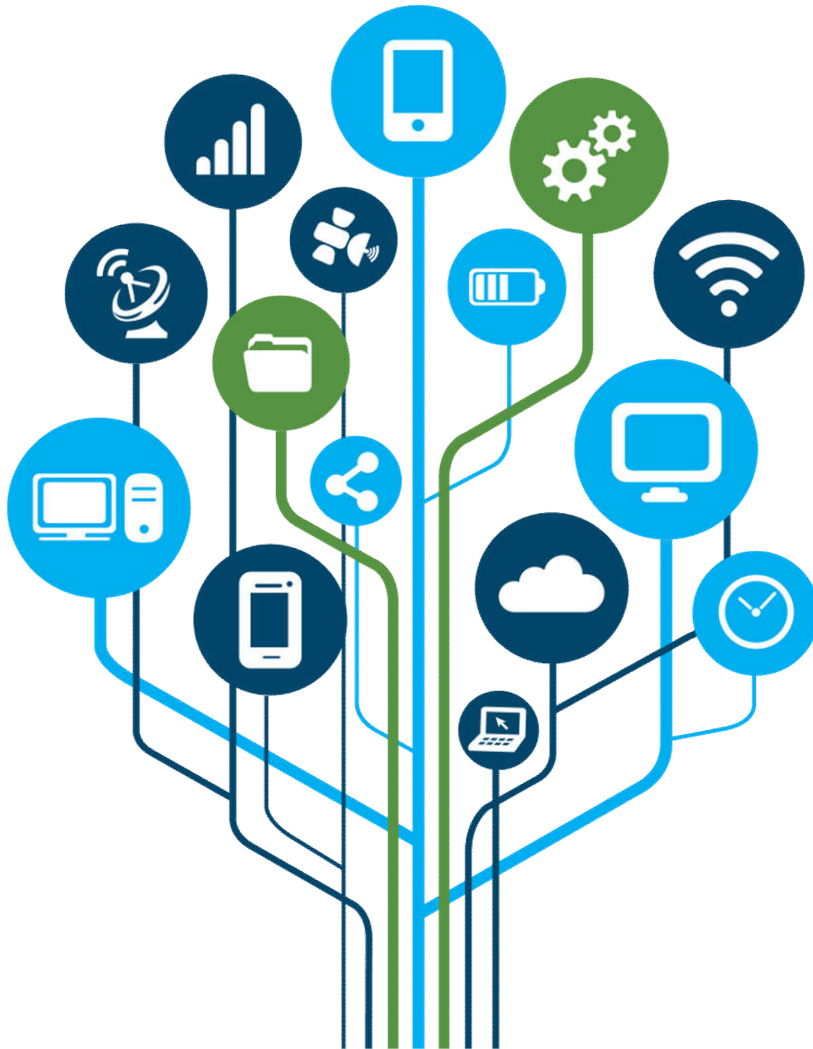
Analytics



Why the future of commerce is messaging



Call center system features



IVR

Agent Scripting

Quality Management

Outbound

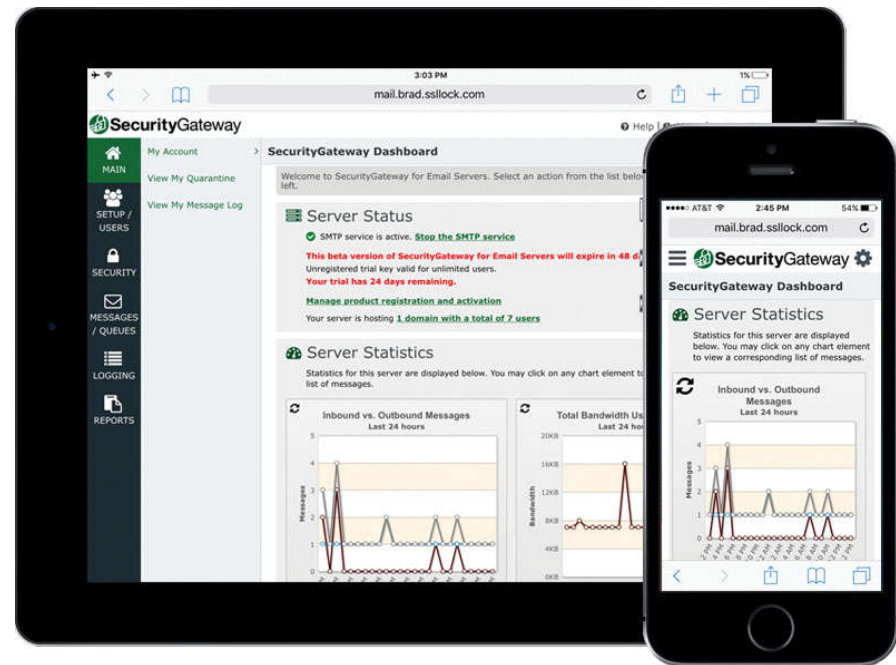
ACD

WFM

ASR

Mobile application tools

Mobile softphone



Mobile-based administration interface

TOP CMS platforms call center integrated

Woo **COMMERCE**

 **shopify**

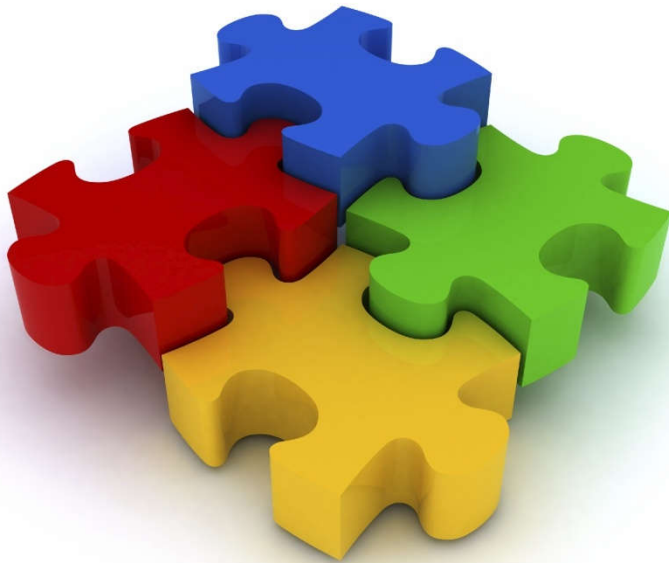
 **Bigcommerce**

 **Magento™**



Call center awards and associations

[European Confederation of Contact Centre Organisations \(ECCCO\)](#)



**Annual ContactCenterWorld
Top Ranking Performers
Awards**





Thanks for your attention

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