CITYNET FOR BUSINESS

A SMART VOIP PHONE SOLUTION FOR YOUR BUSINESS

CITYNET

CITYNET.GE

CITYNET OFFERS B2B SOLUTIONS ACROSS THREE KEY SECTORS

Citynet's B2B product portfolio focuses on three core areas: communications, sales, and analytics - creating a unified ecosystem.

Each product can function independently, but when combined, they deliver maximum value and performance.

☑ communications

☑ sales

☑ analytics

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STAY AHEAD OF THE COMPETITION WITH CITYNET'S MODERN BUSINESS PORTAL

Crystal-clear HD voice quality with comprehensive call statistics and analytics

Advanced IVR, SMS, and feature management - all from a single, unified business portal.

Optimize your marketing processes with data-driven analytical reports.

Ensure 24/7 automated, intelligent customer support - your lines are never busy

IVR - INTERACTIVE VOICE MENU

Manage your company's hotline voice menu effortlessly by uploading audio files directly through the business portal.

Unify all your offices and branches under a single contact number, with no territorial limitations.

Enable your clients to receive SMS notifications from the IVR with just one click-sharing your company's news, promotions, or other services instantly.

Sometimes, user responses may take time. To enhance the experience, play a pleasant audio message while they wait, After all tango always needs two

Ensure 24/7 answering of incoming calls — so no call ever goes unanswered.

IVR
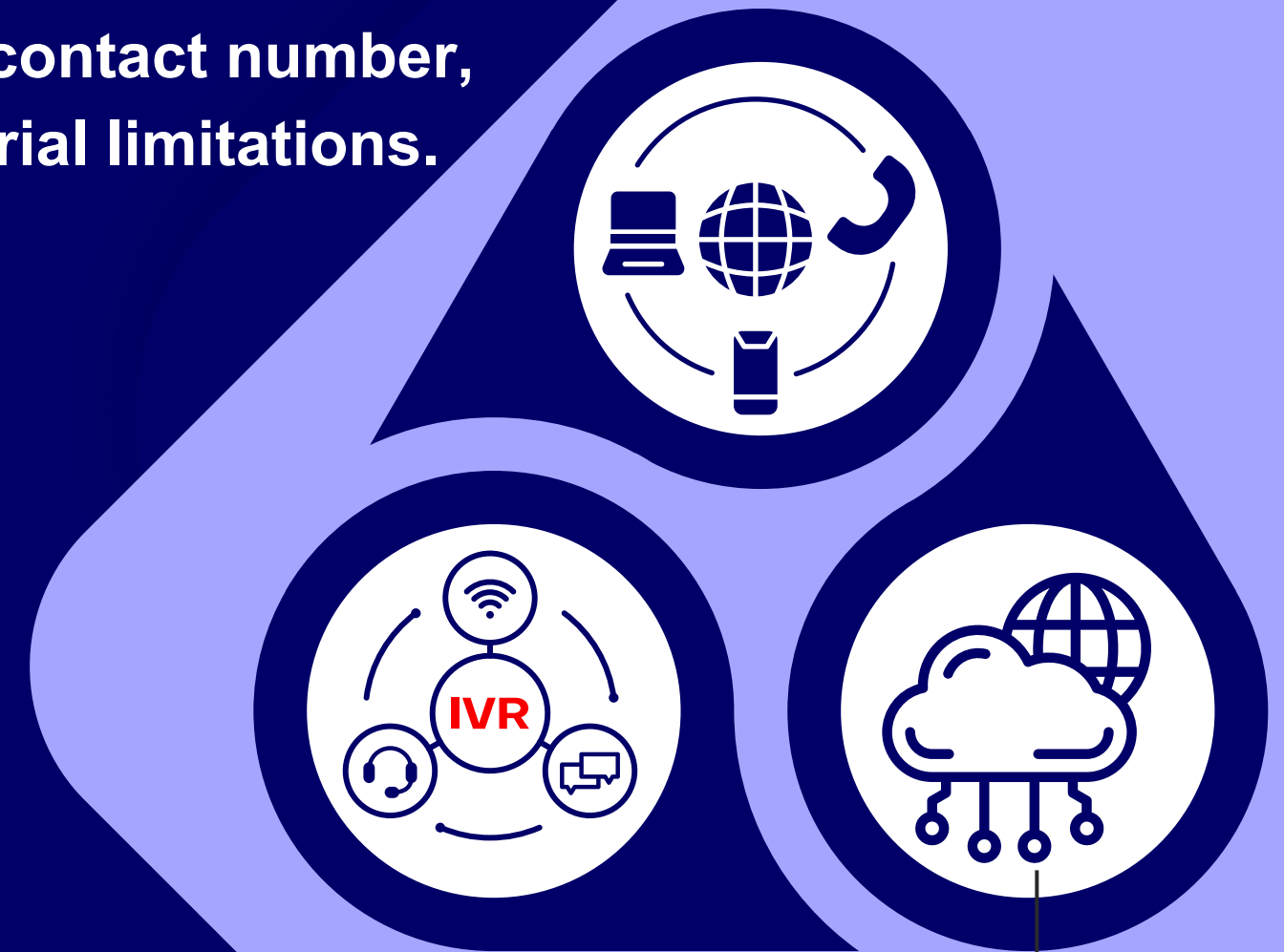
Automated Callback Widget

The call scheduling widget seamlessly integrates into your website, instantly connecting clients to an operator. Visitors can also schedule a specific callback time and will receive a call from your company precisely at the requested time - accurate to the second.

☑ The callback feature encourages website visitors to engage directly with your company, boosting interaction.

☑ It also increases service and sales inquiries by an average of 35% to 45%.

AUDIO FILE GENERATION

This service streamlines the creation of your company's interactive voice menu - no need to hire a voice actor, saving you both time and resources.

The text-to-voice file generation module is available directly on the CITYNET business portal, allowing you to easily generate voice files whenever needed.

CITYNET
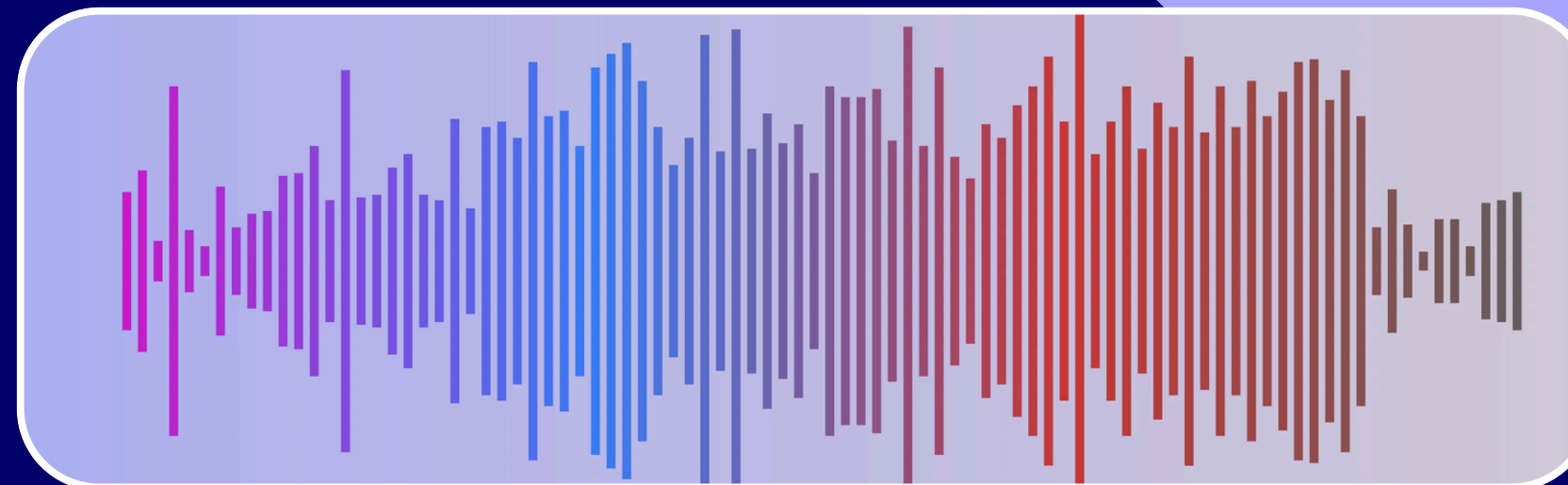
PERSONALIZED ANALYTICS SOLUTIONS FOR YOUR UNIQUE NEEDS

Understanding your customers' feedback is invaluable for transforming your business!

Gain access to powerful features such as:

- Call history and call recording
- Statistical charts
- Missed and unanswered call statistics
- Electronic contact book
- Callback statistics
- Live monitoring of operator calls
- Call queue analytics and other detailed insights
- Analytics for both incoming and outgoing calls, as well as SMS

ANALYSIS 1

ANALYSIS 2

MONITORING CALL CENTER OPERATIONS AND AGENT ACTIVITY

Monitor how many calls your employees miss, listen to voice recordings, and evaluate how your team - including managers - communicates with customers. Use these insights to enhance your sales performance.

Gain real-time visibility into your operators' workflows, ensuring efficiency and accountability during every customer interaction.
The business portal provides full control over key call center metrics, helping you boost service quality and overall operational effectiveness.
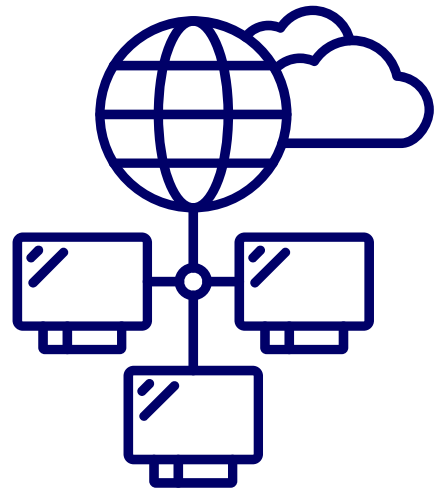
Our platform provides continuously updated data on your call center's workload — available by the hour, day, or month — so you can make informed decisions at any time.

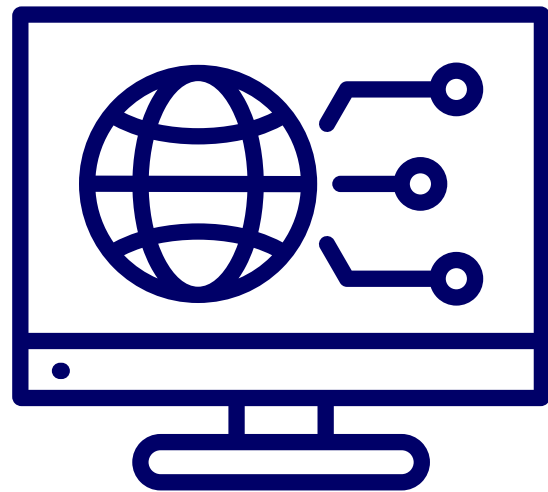# Virtual PBX -
A powerful tool that brings advanced functionality to your phone system.

Automatically route incoming calls to the right employees using customizable call flows. Handle unlimited incoming and outgoing calls simultaneously - all from a single number.

Virtual PBX also integrates seamlessly with various CRM systems, ensuring your business stays connected and responsive 24/7.

This feature is essential for businesses handling a high volume of incoming calls. It enables automated call distribution, ensuring that each call is directed to the right agent efficiently.

Structure your teams and departments across strategic levels to manage incoming calls more effectively. Call queuing minimizes wait times and enables your staff to handle a higher volume of calls efficiently.

MANAGE INCOMING CALLS WITH AN ORGANIZED QUEUE SYSTEM

AUTO DIALER

With an autodialer, you can schedule marketing campaigns and automatically inform customers about news, updates, or promotions through personalized voice calls.

Automated Courier Decision Engine

Seamless Customer Communication from Anywhere – Using a Single Office Number
Couriers stay connected through the company's unified phone system via the CITYNET mobile application, which is integrated directly into their smartphones. This allows them to communicate with customers from any location using the same office number, maintaining professionalism and consistency.

CUSTOMER FEEDBACK AND RATING SYSTEM

Automated Customer Feedback via Rating Evaluation Calls

With CITYNET'S automated rating evaluation calls, you can easily collect customer feedback on your company's services. This powerful tool enables continuous monitoring of service quality directly from the customer's perspective, helping to identify areas for improvement and elevate overall service standards.

INTERNATIONAL AND LOCAL SMS SERVICES

CITYNET provides competitive rates and optimal conditions for both local and international SMS communication. Through the integrated SMS feature in the business portal, operators can send messages directly during their workflow. SMS remains a powerful and essential tool for enhancing your business communication strategy.

API Integration

Easily automate, generate, and send SMS messages directly from your own system using our flexible API.

PHONE BOOK
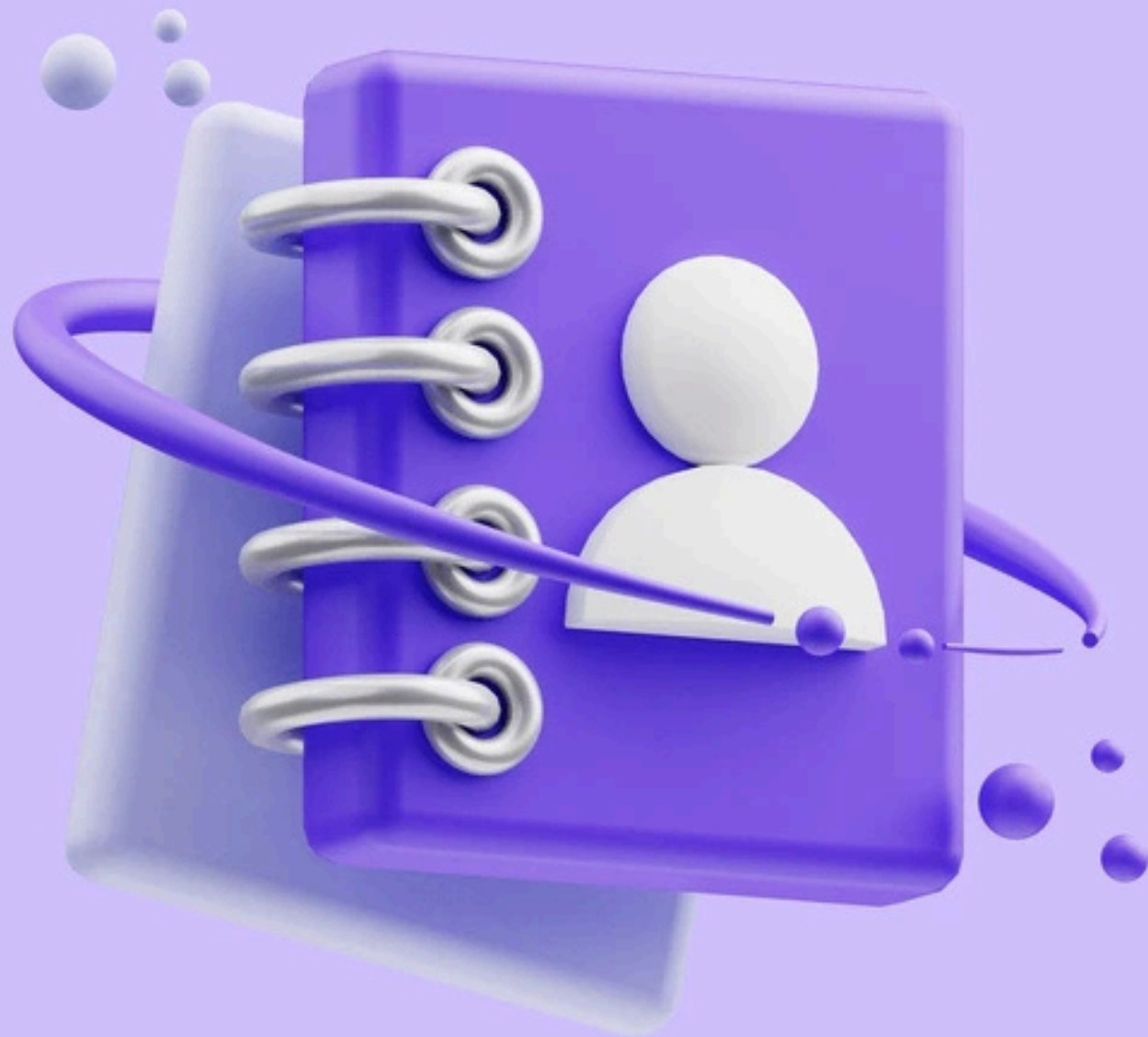
Integrated Electronic Contact Book The electronic contact book built into the Sitenet business portal allows you to identify callers before answering, providing instant access to caller information and enhancing communication efficiency.

Number Portability and Wide Numbering Options - Easily transfer your existing phone number to the Citynet network - number porting is completely free. Citynet also offers a wide range of numbering options, including toll-free numbers and premium numbers with memorable or custom combinations to match your brand.

VOIP PHONES AND EQUIPMENT

Order Equipment Easily

Visit the CITYNET website to browse and order from a wide selection of IP phones and devices - all available at competitive prices.
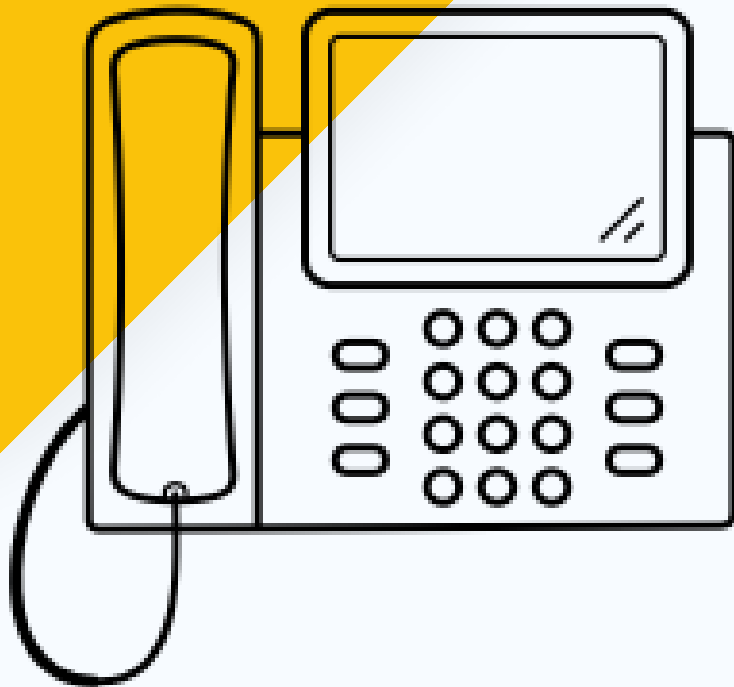
BUILD STRONG CUSTOMER RELATIONSHIPS, STREAMLINE MARKETING, AND BOOST SALES!

THANK YOU!

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