

CITYNET FOR BUSINESS



GAIN A HUGE ADVANTAGE OVER YOUR COMPETITORS - WITH CITYNET'S MODERN AND ADVANCED FEATURES



Crystal clear HD voice quality and low prices for local and international calls.

incoming calls, IVR (interactive voice menu), SMS and advanced management of many other functions from a single business portal.

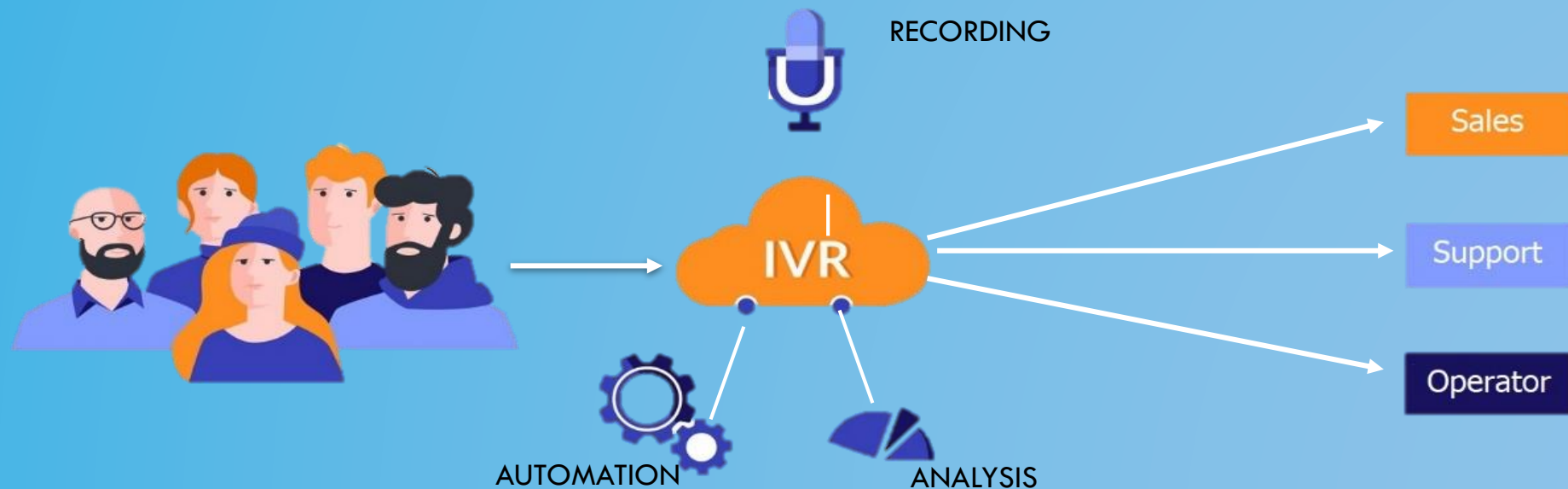
Full call analytics and optimization of marketing processes.

24/7 competent response to your customers in automatic mode. The number will never be busy

IVR - Interactive Voice Menu

Citynet's corporate clients can manage the company's IVR themselves - by uploading audio files for your voice menu from the business portal (informing the customer about working hours, etc.), and you can use Citynet's legal ringtone for customer waiting on incoming calls. Your customers can receive a message in the form of SMS directly from the IVR with one click of a button - about your company's news, promotions or any other service.

Sometimes users have to wait for a long time for a response. Any such case is undesirable for business. Instead, build harmony by getting them into a rhythm by playing a pleasant audio file while your customers wait for a response. Remember it always takes two to tango.



AUDIO FILE GENERATION

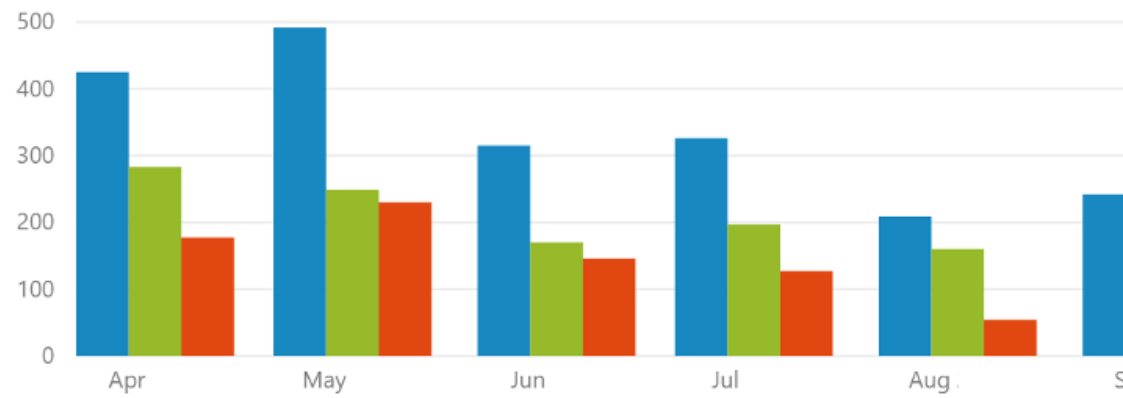
- An innovative module based on artificial intelligence (AI) integrated into the Citynet business portal allows you to - convert any desired text into an audio file.
- This service simplifies the process of building an interactive voice menu for your company - you do not have to search for an actor to voice the text, saving time and significant money.





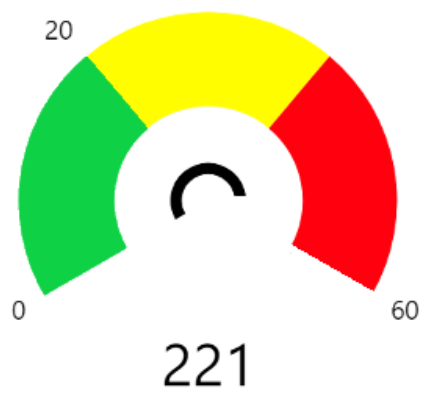
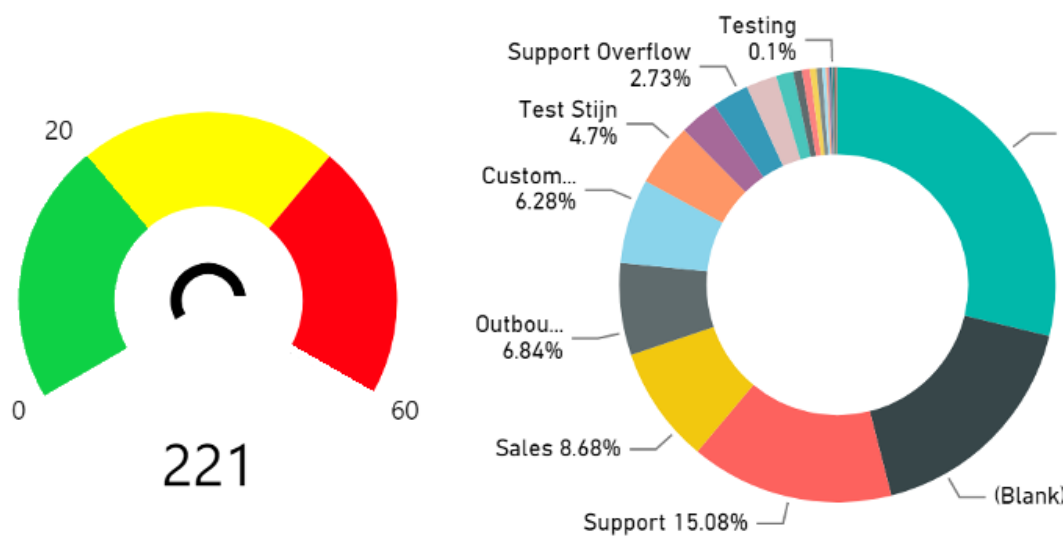
Total Calls

● Total Calls
 ● Handled Calls
 ● Abandoned Calls



Average Ringing Time

Calls by Queue



ANALYTICS TAILORED TO YOUR NEEDS

Understanding your customers' opinions can be invaluable in helping you transform your business! But for that you need to collect and analyze a range of real call data.

The automatic processing, recording and analysis of this data is included in the Citynet business portal. You will have access to features such as:

- Call history;
- Call recording;
- Statistical Diagrams;
- Statistics of missed calls;
- Call queue analytics and other detailed data about both incoming and outgoing calls and SMS.

MONITORING THE WORK OF THE CALL CENTER AND OPERATORS



Track call statistics - how many calls your employees miss and listen to voice recordings, see how managers communicate and improve your sales.

In addition, you can monitor the work process of your operators in real time. The business portal allows you to control the important parameters of the call center and improve the quality of service.

Through our platform, you will have constantly updated information about the workload of your call center - hourly, daily or monthly. In addition, any statistical data can be exported in Excel format.



Cloud PBX - Multifunctional Phone

A modern virtual PBX is a tool that provides multi-functionality to your telephone system. Unite your employees from all offices, cities and countries in one telephone network for convenient communication with clients and each other. Route incoming calls to the necessary and appropriate agents automatically by configuring call distribution. A virtual PBX allows your business to be connected 24/7. You can receive and make an unlimited number of calls simultaneously from one number so that you will never be on hold. Virtual PBX also provides integration of the phone system with various CRM systems.



QUEUING SYSTEM FOR INCOMING CALLS

This feature is critical for businesses that receive a high volume of calls. It allows you to automate the distribution of incoming calls. Organize your staff and departments at different strategic levels to handle these calls. Queuing calls reduces wait time and allows your team to handle more calls.



CALLBACK WIDGET

The call order widget integrates into your site and instantly connects the client with the operator. The site visitor can also select/order the desired contact time. A callback motivates website visitors to engage in dialogue with the company. It also increases the number of requests for service and sales by an average of 42 - 45%.

AUTO-DIALER

Auto-dialer, the same autoinformant, with its help you can plan advertising campaigns, automatically inform users about your news or promotions by voice connection (calls).



A RATING SYSTEM

Customer survey / evaluation of your company's services can be carried out through Citynet's rating evaluation calls, which is an automated evaluation service that plays an important role in improving the service standards of any business. Through it, it is possible to constantly monitor the quality of service through the eyes of a real user.

COURIER DECISION

The mentioned functionality provides for communication with the user from any location - through one office number.



International and local SMS services

Citynet offers the best conditions for local and international SMS services. The SMS service integrated on the business portal allows your operators to send the necessary messages from the portal - during the work process. SMS text messaging is an essential tool to add to your business communication system. In addition, you can use the VIBER marketing service, which is much more efficient and analytical than the standard marketing SMS service.

Connect with API technology

With our API you can automate, generate and send SMS messages directly from your system.



Mobile Application

An advantage of VoIP technology is that it is driven by software rather than hardware. This means you can run a virtual office by installing the Citynet VoIP app on your smartphone. You will have your office number as an app in your smartphone and you will be connected everywhere with a virtual office, wherever you are.

Call Tracking

Call tracking is a technology that identifies the advertising source of an incoming call. Thanks to call tracking, the marketer knows exactly how effective a particular advertising campaign is and allocates the advertising budget correctly.



Porting and a wide selection of Telephone numbering

You can easily port your existing number to the Citynet network. Porting is free. In addition, Citynet has a wide range of telephone numbering, you can choose both paid beautiful combination numbers and free numbers.

IP PHONES AND DEVICES

You can order the equipment you need from the Citynet website, where you will find a wide selection of IP phones and devices at favorable prices.



**Build effective communication with customers, optimize marketing processes and
increase sales**

Thank you very much!



**For additional questions
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 **Citynet.ge**