APPCRO

APPCRO BMS PLATFORM (Business Management Software)

CLOUD OR SELF-HOSTED

APPCRO BMS

CONTACT CENTER

Central place for multi-channel (omni-channel) communication with partners, customers, and suppliers through advanced communication tools.

Web chat, email, WhatsApp, AI agent, and other digital communication channels, with unified management of complete business communication in real time.

www.appcrobms.com

SYSTEM MODULES

- DASHBOARD (INFO CONSOLE)
- CALL OVERVIEW (CALL CENTER)
- CONTACT MANAGEMENT
- CENTRAL AGENT VIEW
- OMNICHANNEL COMMUNICATION
- VOIP INTEGRATION
- VIDEO MEETINGS VIDEO CONFERENCES
- TICKETING INTEGRATION

- CALL DURATION STATISTICS
- DESKTOP AND WEB APPLICATIONS
- ADVANCED ANALYTICS REPORT EXPORT
- WEBSITE AI CHAT (CHAT SUPPORT)
- VOICE AI AGENT (LIVE AI SUPPORT)
- REAL-TIME MONITORING AND COMMUNICATION
- API INTEGRATION WITH SYSTEMS
- REMOTE MANAGEMENT (REMOTE SUPPORT)

Additional modules and optional components:

CLIENT PORTAL	SUPPLIER PORTAL	EMPLOYEE PORTAL
Internal live chat	Vendor records	Project roles
Project proposal	Project hierarchy	Activity tracking
Requests and approvals	Supplier documentation	Public API Web services
Notifications and reminders	Notes management	Document management
Approval documents (DMS)	Milestones	Mobile and table support
Digital signature/eSignatures	Collaboration management	To-Do checklist
Process management (BPM)	Team member management	Automated reporting

Let us guide you in your digital journey!

AI POWERED

PROVIDED BY EUROCLOUD — EuroCloud CLOUD AWARDS — TRUSTED DIGITAL COMPETENCE PLATFORM

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