Enhance Your Contact Center with Agent Guidance

Infinity CCS offers interaction management software that brings a unique solution of agent guidance to contact centers around the world. Our product suite, Maestro, uses features like easy-to-script workflows and a comprehensive knowledge base to direct agents to the right response for every situation from a browser-based desktop application.

Additional functionality includes AI-powered agent training tools and a host of APIs that make the Maestro platform technology-agnostic, creating seamless integrations to company directories and mission-critical systems.

Benefits of Our Solutions

- Technology Specifically for Contact Centers
- Drives Efficiency and Excellence in Customer Interactions
- Easy-to-Build Workflows and Automation
- World-Class Support Team
- Creates a Single-Source of Truth
- Single-User Interface
- Higher Satisfaction Scores and Boosted Retention
- Reduced Costs
- Greater Productivity
- Improved Compliance
- CCaaS and CRM Integration
- Robust analytics and reporting capabilities
- Infinity's Dialler is a proven, cost-effective solution that uses Artificial Intelligence Techniques to automate outbound dialing
- Enable Contact Centres to dynamically adapt itself to a changing workload and deliver better connectivity with their customers

Who We Serve

 UCaaS + CCaaS Providers

 Hospitals + Healthcare

 BPO's

 Utility

 Telco

 Insurance