

Voiso's Partnership with Firmao CRM Unlocks New Customer Service Possibilities

June 18, 2024

SINGAPORE, SG - June 18, 2024 - PRESSADVANTAGE -

Voiso Inc., a renowned leader in call center software solutions, is thrilled to announce a pivotal partnership with Firmao, a provider of Customer Relationship Management (CRM) and Warehouse Management System (WMS). This union improves customer service and sales processes by merging Voiso's advanced contact center features with the extensive CRM capabilities of Firmao. The collaboration streamlines daily operations, ensuring tailored support, quicker problem resolution, and an elevated customer experience.

Through this integration, Voiso and Firmao's CRM facilitates automatic data sharing and synchronization, eliminating the need for manual entry and guaranteeing that customer details are consistently up to date on both platforms. This flawless connection aims to boost agent efficiency by providing immediate access to customers' history and past interactions, resulting in better-informed conversations and decision-making.

Equipped with cutting-edge components like an AI Predictive Dialer, an Omnichannel Toolkit, Proprietary Speech Analytics, and Real-time Dashboards and Reporting, Voiso's platform, combined with Firmao's CRM and WMS systems, offers businesses a robust toolkit for managing customer data and interactions efficiently. For more information about Voiso's solutions and how they can transform one's business operations, please visit their website.

This partnership stands to serve a wide range of industries by offering a scalable and flexible solution that caters to the changing needs of businesses. It enhances sales initiatives with AI-enhanced dialers and streamlines inbound operations with an intuitive Call Flow Builder (IVR), providing companies with the tools to thrive in a competitive market environment.

"We are excited to partner with Firmao and integrate our AI-driven call center software with their robust CRM system," Martin Kalinov, Chief Marketing Officer at Voiso said. "This partnership aligns with our objective to fortify businesses with advanced technology that improves customer interactions and propels growth. By

connecting call center operations with customer relationship management, we simplify the process so that our clients can offer outstanding customer service effortlessly.?

Karolina ?lufarska, a Marketing Manager at Firmao, echoed the sentiment. "At Firmao, we're thrilled to partner with Voiso to offer a truly seamless CRM and contact center experience," she said. "By eliminating data silos and empowering agents with a unified view of the customer, this integration ensures our users can deliver exceptional service with every interaction."

For businesses seeking to utilize the combined solutions offered by Voiso and Firmao, they can request a demo with one of Voiso?s experts. To delve deeper into Voiso's capabilities and success stories, businesses can explore the Voiso YouTube channel. This platform showcases extensive tutorials, product insights, and client testimonials.

?In a reality where customer expectations continuously shift, it?s imperative for businesses to implement solutions that go beyond meeting these expectations.? Martin continued. ?Our collaboration with Firmao reflects our dedication to innovation and supreme customer service. Together, we are redefining the benchmarks for what businesses can achieve with the right technological support.?

This partnership is an important step towards providing today?s businesses with integrated solutions that simplify operations, boost customer engagement, and ensure long-term growth. As Voiso and Firmao persist in innovating and broadening the scope of their services, the outlook is optimistic for businesses aiming to leverage advanced call center software and comprehensive CRM systems to succeed.

###

For more information about Voiso Inc, contact the company here:Voiso IncVoiso+ 1 888 565 8889hello@voiso.com9 Temasek Boulevard, #29-01, Suntec Tower 2, Singapore 038989

Voiso Inc

We started small by building a simple, reliable calling tool. Over time Voiso has become a modern end-to-end cloud contact center software.

Website: <https://voiso.com/>

Email: hello@voiso.com

Phone: + 1 888 565 8889

VOISO

