

Unified Communications

Services & Technologies





Our solutions and services

- **VOIP design**
- **Project management**
- **Inbound**
- **Outbound**
- **Omnichannel**
- **Call centre setup**
- **Analytics**
- **Call flows**
- **Call termination**
- **Application integration**
- **Dialers**
- **Open source**
- **IVR design**
- **Quality assurance**
- **Managed services**



What we do

We provide a broad spectrum of unified communications and connectivity solutions that are fit for purpose in both enterprise and SME customer environments.

Our solutions are designed to be highly flexible, highly scalable, and tailored to the individual customer's needs. We provide call termination as well, at highly competitive rates.



Communications technologies

FreePBX	Voice Messaging
Asterisk PBX	Queuemetrics
Logi-CALL	VICIdial
LSAVoice	Xcally Motion
VOIP Platforms	Teams Direct Routing
Enswitch	Teams Rooms
Wallboard Service	Robodialer

Our communications partners





Inbound solutions

Our inbound solutions begin with a well-designed IVR with the goal of providing fast and effective customer service. Motion is an omni-channel solution that enables effective engagement with a large number of customers on a variety of channels.

A key to managing call centres is the gathering of information to measure and report the productivity of agents as well as the quality of the customer service they deliver.

We use QueueMetrics, world-leading analytics software that satisfies even the most demanding needs for call centre management reporting. This is complemented by self-customisable wallboard solutions that provide real-time monitoring and reporting.

The Logicalis inbound call centre solutions help businesses effectively communicate with their customers using voice and alternative channels.





Outbound solutions

We are leading VICdial and Motion solution providers in Africa, with years of experience implementing, optimising, and supporting scalable and robust dialer solutions.

Understanding the leads and outcomes from call centre interactions is crucial to our customers' success, and our solutions integrate that information back into their systems to enable effective business decisions.

Call recordings, QA, flexible analytics and real-time wallboards all help to achieve this goal.

The Logicalis outbound call centre solutions help businesses reach their prospective customers by using world-class dialer software.





Managed services



Logicalis SA has a knowledgeable and experienced VoIP support team that is able to attend to all requests received from customers relating to their call centres.

With experts that understand both the technical and business intricacies of call centre software tools such as QueueMetrics, VICIdial and Motion, customers have access to support resources that ensure those tools are optimally used in their specific contact centre environments.

The team is also there to provide customers with assistance and support on the hardware and software technology underlying their on-premises call centre platforms.

Monitoring and regular preventative maintenance is performed to proactively address potential problems before they happen.



Teams direct routing

The Logicalis direct routing service connects Microsoft Teams customers with the PSTN directly from their Teams clients.

The service is fully integrated with the Logicalis Voice Core, which provides clients with seamless integration between their Teams and legacy PBX users.

The solution is available on a per concurrent call model, so you only pay for the capacity that you use.

Simple calling

Single desktop client

Everyone reachable on 1 number

Single invoice - pay for what you use

Simple, consolidated, cost-effective

telephony from a single desktop client



Teams rooms



Teams rooms allow clients to create seamless meetings between office and remote work teams.

Easily manage team meetings and provide access via personal devices, wall-mounted devices, and reserve temporary desks.

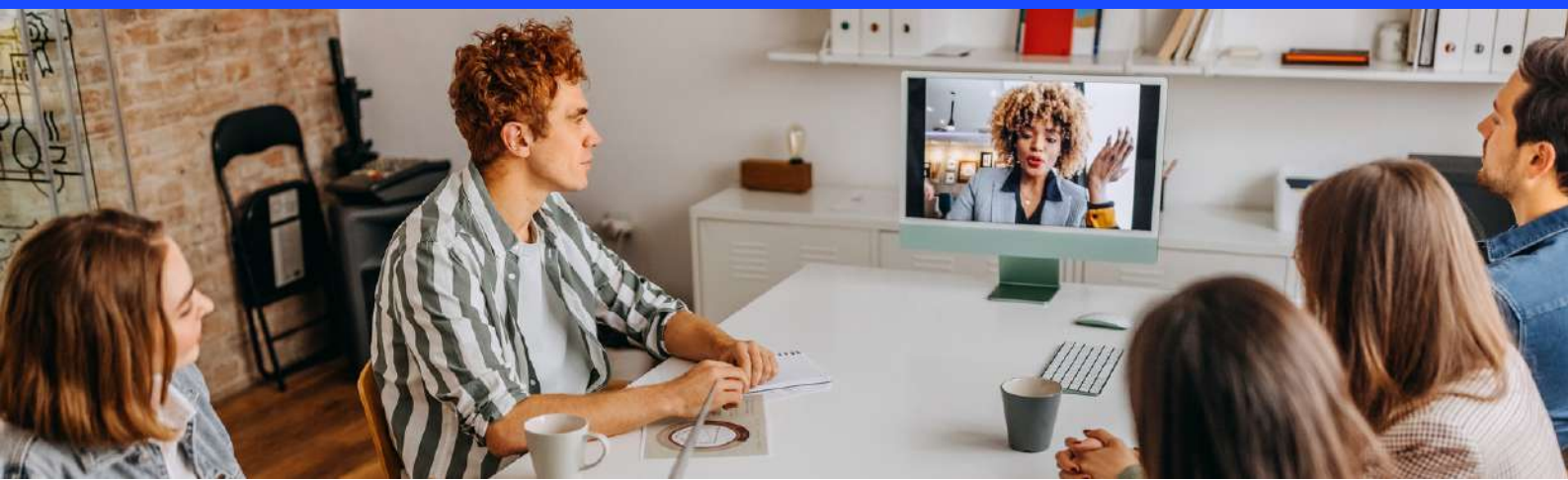
As people become more mobile, organizations will need to adapt office spaces and technology to meet the requirements of a hybrid workforce.

Easy to access and use

Intuitive joining and chat management

Secure design for devices, software and services

Scale for any team size and number of devices



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