

Liberty Converse

An omnichannel contact centre solution built with the customer in mind.

Polish your customer experience and amplify agent performance with Converse, our feature rich Automatic Call Distributor (ACD).

See everything from one screen

Track and manage agent performance, connect all your communication channels and create seamless customer journeys. The easy to use agent workspace gives access to every call and contact record. It's all there. Neat and tidy.

Deliver a seamless service

Customers expect seamless service and a personalised experience. Regardless of channel, smooth flowing interactions across platforms. Converse delivers that reality.

With an omnichannel strategy and the best software, you can meet your customers' needs. Link every contact across an interaction and you'll improve service – simple.

Unify your channels

Bring all your channels – voice, email, SMS, Facebook Messenger, chatbots – together in one feed so your agents can deliver a truly joined-up customer experience.

Rapid response

Improve service speed and quality with pre-written snippets, so staff can rapidly respond to customers at the touch of a button.

Key features:

Multimedia contact handling

Simplify contact routing, with a universal queue that includes voice, email, web chat, SMS and social media.

Flexible real-time reporting

Customise dashboards and design, schedule and share reports on anything you like, plus export data into reporting tools.

Agent evaluation

Use the scorecard for evaluating calls in a customer services environment.

An agnostic platform

Accredited for Microsoft Skype™ for Business, Avaya®, Cisco® and Mitel®.

Low-code applications

Plug and play with ready-made applications based on systems and processes.

Have it 1 of 3 ways

Available as a hosted, on-premise or hybrid solution.

Design shifts for engaged teams

Plan rotas, design shifts and manage agent performance. Support agents with the configurable scorecard, integrated call recording and reporting on agent adherence.

Integrate into Microsoft Teams

For those using the collaboration tool Microsoft Teams, we have an extensive integration between Teams and Converse.

Embedded softphone

Configure the agent workspace to support embedded softphones, so that agents can receive incoming calls and place outgoing calls.

Key benefits:

Enhance customer experience

Deliver contacts to the right agent at the right time to improve first contact resolution.

Real-time insight

Track all contact centre activity, across the organisation, in real-time.

Improved agent performance

Provide agents with data-driven, evaluation, support and guidance.

A flexible, empowered workforce

Empower agents to work securely anywhere and from any device.

Informed and engaged customers

Use automation to update customers on progress and services before they need to contact you to ask.

Seamless integration

Converse works with your existing systems, including ERP and CRM solutions.



The all-in-one customer experience platform

Get all the tools you need to make your customer experience slick, seamless and satisfying. Liberty Converse solves problems by giving you full control of your contact centre.

Special features

- Omnichannel queue management.
- Easy to use agent workspace with interaction control and guidance.
- See a complete interaction history.
- Real-time updates using widget driven dashboards.
- Tailored reporting.
- Embedded agent evaluation.
- Native social and conversational SMS.
- Integrated into your core infrastructure with agnostic APIs.

Do it your way

- Delegate access with tiered administration control.
- Track user activity with a detailed audit log.
- Customise the softboard display with your company logo and brand colours.
- Choose which channels take priority (and which can interrupt).

Remain in control

- Report on what matters.
- See real-time views of all activity.
- Keep an eye on quality.
- Add new functionality when needed.

Take a deeper dive

Contact us today for a demo visit
netcall.com

Or call us on **033 0333 6100** and say
"Transforming Engagement"

Why wouldn't you?

Choose our highly resilient, cloud-based IP-PBX telephony for your whole organisation.

Technical sorted

Our programmable messaging APIs and web hooks mean you can send messages from your systems or applications across any channel now and in the future. That's omnichannel messaging at its best.

A helping hand

Give agents the option to ask for backup. They can ping a supervisor to listen in or join a call and get advice in secret, without breaking stride.

Help them improve their service quality and ask for development help with shared Agent Evaluation.

Real-time data, better decisions

Supervisors have a clear view of activity across the contact centre. No more missed SLA breaches. Alerts keep them updated at any location. Customise dashboards and reporting to meet every need.

Connect and conquer

Be customer centric, offer them a choice of messaging channels. Liberty Connect offers an efficient way to consistently manage messaging today and in the future. And, use ChatBots too!

Push the boundaries of your CX

Want to automate processes and ensure a seamless customer service? Combine your Liberty Converse with our low-code solution Liberty Create and dream big.

Converse helps you push the boundaries of customer experience. Create drives your digital transformation and helps you deliver exceptional customer service.

