



ProConnect Intelligent Agent SMART ROUTER



Route inbound customer calls based on date, day, and time of day to ensure a far superior customer experience. Smart Router works in the background to apply business rules to ensure each caller is directed optimally.

Smart Router is built on the Intelligent Agent cloud-based platform, which means you can easily customize call routing with no coding or special technical skills required. You will be up and running within minutes.

Ensure That Your Customers Get to the Right Place, Every Time

- Easily develop no-code call routing
- Start routing your customers almost immediately
- Works seamlessly with other Inference applications
- Access graphical reports via the web-based browser
- Review detailed reports of call attempts and outcomes



consolidated.com | 844.YOUR.CCI