

Every channel. Every detail. Every touchpoint. Every insight.

The future of customer communications, QContact enables you to connect with your customers in ways you've never imagined.



Everything under a single pane of glass.

A new era of customer engagement - where every conversation, across calls, emails, WhatsApp, live chat, and social media, come together in one unified platform. Gain instant access to comprehensive customer profiles, including orders, payments, policies, and transaction history, empowering your team to deliver personalized service with confidence.

Understand your customers' journey from first touch to ongoing support, and uncover powerful analytics that guide smarter decisions and drive business growth. It's all connected - so you never miss a moment, and your customers always feel understood.



Rated #1 mid-market contact centre platform in the world

From banks and fintechs to retailers and utilities, QContact has proven itself across industries as one of the most powerful and cost-effective CCaaS solutions available today.

Recognised by CX Today as the Best Mid-Market Contact Centre Platform 2025, QContact continues to set the standard for innovation, simplicity, and real-world impact.

We're also proud to be finalists for the upcoming Best Enterprise Contact Centre Platform at CEM Africa 2025.

Oru Mohiuddin, Senior Research Manager at IDC, commented:

"QContact stood apart in its customer stories, detailing the added value in their white-glove approach, deployment experience, and integrations with the broader enterprise, not just CRMs. I was genuinely impressed."



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One unified solution

Connect with your customers across every channel – calls, live chat, WhatsApp, email, SMS, social media, and reviews – all in one interface.



Crystal clear voice delivering exceptional CX.



Voice remains one of the most powerful tools in customer communication - and with QContact, it's smarter than ever. Our Omnichannel Voice solution blends traditional telephony with modern cloud infrastructure, delivering crystal-clear calls through built-in telephony or your existing SIP provider.

Intelligent routing ensures every call reaches the right person, fast. Backed by Microsoft Azure, our system guarantees low-latency, global reliability. Real-time AI tools like sentiment analysis and call summarisation give agents the insight they need to respond with empathy and precision.

Every conversation is logged and linked to the customer's full history, enabling personalised service and faster resolutions. With QContact, voice becomes more than a channel - it becomes a strategic advantage.

- ✓ **Visual IVR builder**
- ✓ **Smart routing options**
- ✓ **Self-service capabilities**
- ✓ **Overflow management**
- ✓ **Automated dialler**
- ✓ **Click-to-call**
- ✓ **Local caller ID**
- ✓ **Callback automation**

Help your customers at the exact right moment with live chat.



Your customers want answers - fast. QContact's Live Chat helps you meet that need with real-time support right on your website. Smart prompts engage visitors at key moments, while AI-powered chatbots handle common questions instantly.

When a human touch is needed, chats pass seamlessly to your team, keeping conversations smooth and personal. Support for rich media means customers can send and receive files, images, and more - all from any device.

Simple to install and easy to use, Live Chat helps you connect, convert, and care - all in the moment it matters most.

- ✓ Proactive engagement
- ✓ 24/7 AI support
- ✓ Seamless human handoff
- ✓ Rich media sharing
- ✓ Mobile optimization
- ✓ Easy integration
- ✓ Customer journey tracking
- ✓ Feedback collection

The first CCaaS platform with native WhatsApp Calling.



QContact is redefining customer communication with fully integrated WhatsApp voice calling, built directly into the platform. No third-party apps, no switching screens. Just seamless, secure conversations across one interface.

Every call is logged, recorded, and linked to the customer profile, giving your agents full visibility of the customer journey. Combine that with native messaging, media sharing, and automated workflows to create the most complete WhatsApp experience in customer service today.

Automate routine enquiries with AI chatbots and self-service menus, while complex conversations move smoothly to live agents. Whether customers choose to call, message, or video chat, every interaction feels effortless for them and for your team.

- ✓ **WhatsApp Voice calling**
- ✓ **WhatsApp Messaging**
- ✓ **Automated self-service**
- ✓ **AI chatbots**
- ✓ **Rich media support**
- ✓ **Secure communication**
- ✓ **Global reach**
- ✓ **Integrated CRM**

Send and receive emails with ease with QContact



Email remains a cornerstone of customer communication, and QContact elevates it with intelligent features designed for modern businesses.

Automate responses with AI-driven workflows, ensuring timely and relevant communication. Utilize customisable templates with rich text formatting to maintain brand consistency and enhance message appeal. Efficiently send batch emails for announcements like service updates or promotions, with tracking for delivery, open rates, and click-throughs. Intelligent routing ensures that incoming emails are analyzed for language and context, directing them to the appropriate agent or department.

With QContact's Email integration, your team can manage customer interactions more effectively, providing timely, personalized, and efficient support.

- ✓ **Automated messaging**
- ✓ **Professional templates**
- ✓ **Bulk emailing**
- ✓ **Intelligent routing**
- ✓ **Comprehensive customer view**
- ✓ **Easy integration**
- ✓ **Enhanced first contact resolution**
- ✓ **Centralized dashboard**

4x your open rate with text-messages.



When speed matters, SMS delivers. QContact lets you send real-time updates, reminders, and alerts straight to your customers phones - no apps, no delays.

Automate transactional messages triggered by actions like bookings or payments, or send bulk campaigns with ease using our Bulk Sender tool. Whether it's one message or thousands, delivery is fast and reliable.

Each interaction is tracked, so you can monitor delivery rates and customer engagement. Plus, with personalization options, every SMS feels like a direct conversation - not a broadcast.

QContact brings SMS into your wider communication strategy, helping you stay connected in the moments that matter most.

- ✓ High open rates
- ✓ Transactional messaging
- ✓ Bulk messaging
- ✓ Delivery tracking
- ✓ Click tracking
- ✓ Conversion tracking
- ✓ Personalized templates
- ✓ Easy integration

Connect with the #1 social media platform.



Connecting your Facebook page to QContact takes just moments - and once live, all messages and comments land directly in your unified inbox. No more switching tabs or missing replies.

Lead generation forms? They're instantly synced, so your team can follow up right away. You can even tag leads by campaign for better tracking.

AI chatbots handle routine queries 24/7, while more complex chats move smoothly to live agents. And with built-in reporting, you'll get the insights you need to keep improving.

With QContact, Facebook becomes more than just a social channel - it's a powerful tool for engagement and growth.

- ✓ Quick setup
- ✓ Unified inbox
- ✓ Lead capture
- ✓ Automated responses
- ✓ Seamless handoff
- ✓ Referral tracking
- ✓ Team collaboration
- ✓ Comprehensive reporting

Have better social engagement with Instagram.



Instagram isn't just about beautiful visuals - it's where your customers engage, ask questions, and expect real-time replies. QContact brings those conversations directly into your unified inbox, capturing every DM and comment so nothing slips through the cracks.

Your team can respond instantly, without switching platforms. Whether it's answering product questions or following up on a lead from a story ad, everything is right there, ready to act on. Campaign leads are pulled straight into your CRM, tagged, and trackable, making follow-up smooth and timely.

Need to scale your efforts? Automated replies can handle simple queries while your agents stay focused on the conversations that really need them. It's efficient, responsive, and always on brand.

You'll also get performance insights - track response times, measure engagement, and see exactly how Instagram contributes to your customer journey. It's not just social media anymore - with QContact, Instagram becomes a real-time support and sales

- ✓ Unified messaging
- ✓ Lead capture
- ✓ Team collaboration
- ✓ Automated responses
- ✓ Performance analytics
- ✓ Enhanced engagement
- ✓ Quick setup
- ✓ Meta platform integration

Turn your TikTok engagement into profit with TikTok Messaging.



TikTok DMs are fast becoming the new inbox for customer communication. As the platform shifts from pure entertainment to discovery and shopping, more customers are reaching out to brands directly through messages. And they expect fast, friendly, and familiar support.

With QContact, your team can manage TikTok messages alongside every other channel in one place, keeping conversations seamless and consistent.

Respond to enquiries, resolve issues, and deliver the same level of service customers expect on WhatsApp, Instagram, or chat. Every message is linked to the customer profile so your agents always have the full picture.

AI tools suggest replies, analyse sentiment, and route messages automatically, helping your team respond faster while keeping the tone on brand.

With QContact, TikTok isn't just another app – it's another opportunity to connect.

- ✓ Native TikTok integration
- ✓ Unified inbox
- ✓ AI-powered assistance
- ✓ Centralised reporting
- ✓ Secure and compliant

AI that lives up to the hype

Our Communication AI (CAI) provides real-world tangible benefits – automatically transcribing calls, summarising conversations, cases, sentiment, agent assistance, and more. What's best? It's included as standard at no additional cost.



Language translation

Break language barriers, anywhere

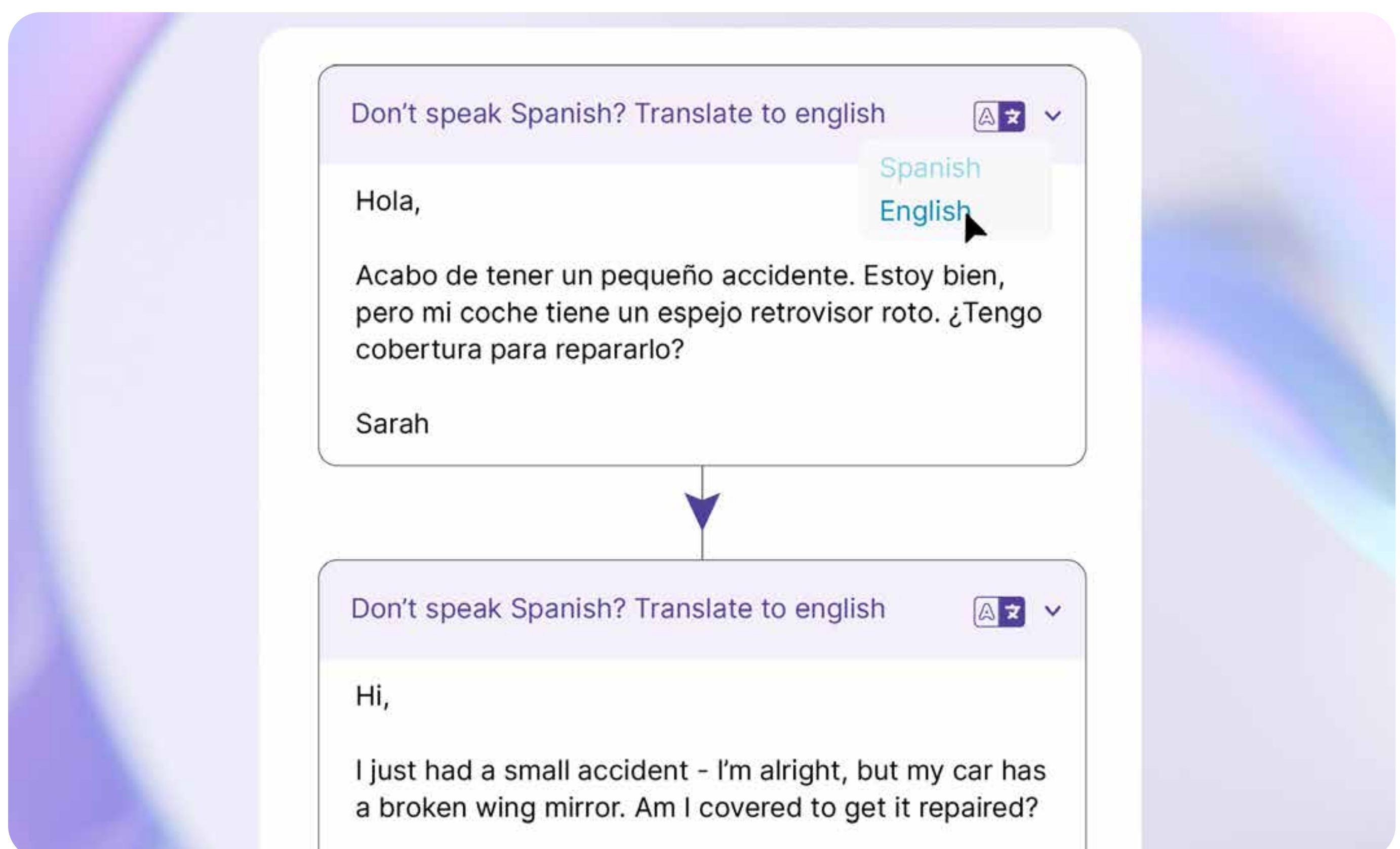
Language shouldn't stand in the way of great service. QContact's AI-powered translation makes it easy to chat with customers in over 100 languages - automatically and in real time.

As soon as a message comes in, the system detects the language and translates it for your agents. No toggling, no delays - just smooth, natural conversations.

From chat and email to social and SMS, your team can respond with confidence, no matter where your customers are or what language they speak.

With QContact, you're always understood - and always ready to help.

- ✓ Automatic language detection
- ✓ Real-time translation
- ✓ Contextual accuracy
- ✓ Support for 100+ languages
- ✓ Omnichannel integration
- ✓ Enhanced agent efficiency



Agentic AI

Smarter customer conversations powered by AI

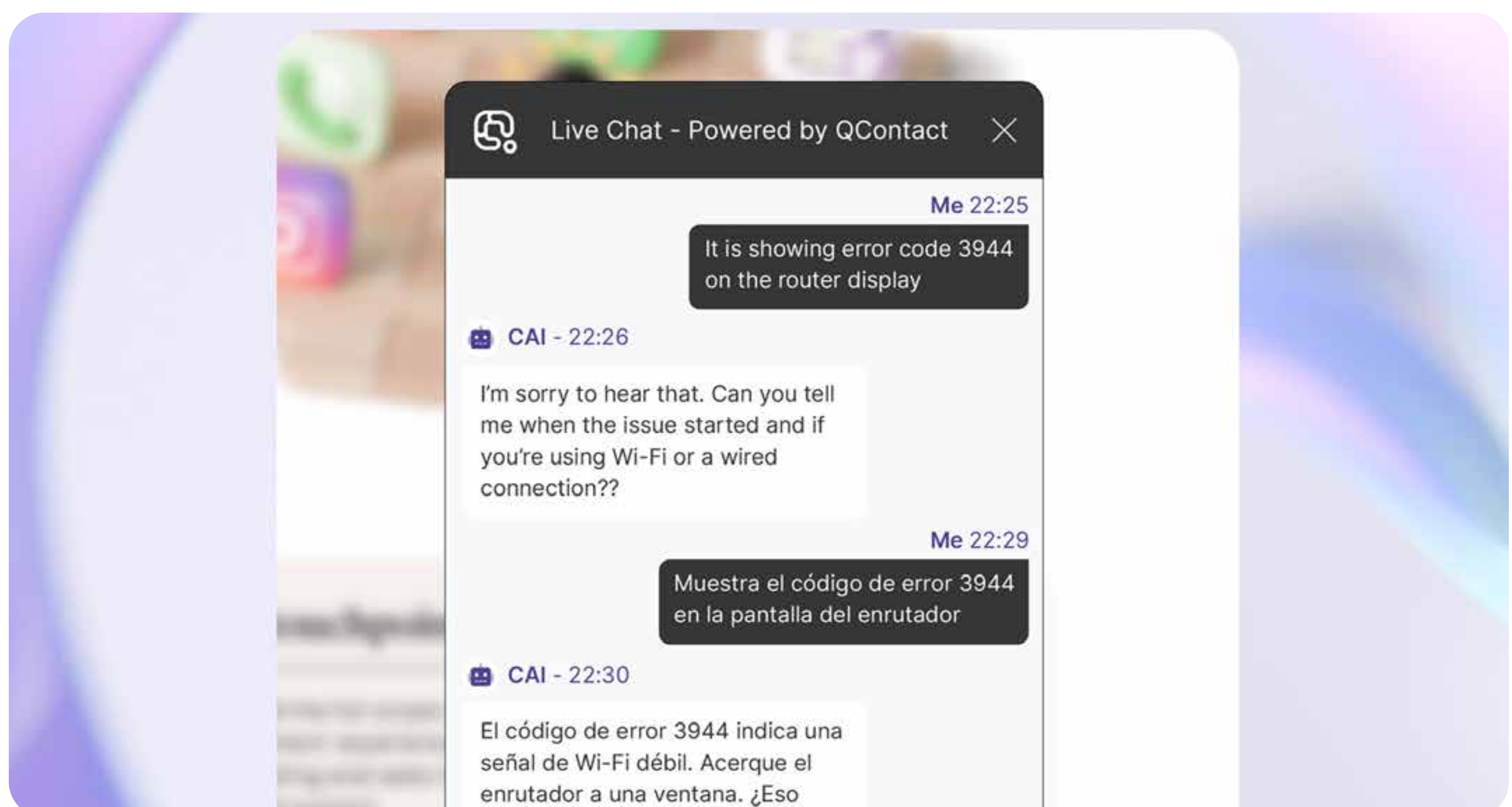
QContact's Agentic AI brings intelligent automation to every customer interaction. Whether it's live chat, email, or social media, your customers get fast, accurate responses without the wait.

Agentic AI allows your bots to not just respond with information, but to proactively take action on your customers behalf - such as creating or updating tickets, updating account information or even processing refund requests. Giving your clients a better customer experience, and letting your staff concentrate on the meaningful not the menial.

For those conversations that still need a human touch, CAI continues to deliver - it suggests replies, detects sentiment in real time, and automates repetitive tasks, making responses more efficient and more human.

With QContact, AI becomes an integral partner that boosts service and lightens the load.

- ✓ Real-time automated responses
- ✓ Intelligent self-service
- ✓ AI-powered agent assistance
- ✓ Omnichannel integration
- ✓ Context-aware suggestions
- ✓ Automated routine query handling



Sentiment analysis

Understand customer emotions with sentiment analysis

QContact’s Sentiment Analysis picks up what words alone can’t. It reads the tone of every customer message and automatically categorises them as positive, neutral, or negative – across every channel you use.

Your team gets instant insight into how conversations are going, helping them adjust their responses or escalate when needed. Managers can step in at the right moment, thanks to live alerts and dashboards.

Post interaction customer satisfaction surveys only capture a small percentage of your customer conversations. With CAI you get 100% coverage of every conversation, on every channel – gaining unrivaled insights into your customer journey.

And over time, you’ll see patterns. Spot friction points, identify what’s working, and make smarter decisions. With QContact, you don’t just respond to customers – you understand them.

- ✓

Real-time emotion detection
- ✓

Immediate alerts
- ✓

Omnichannel coverage
- ✓

Actionable insights
- ✓

Enhanced agent support
- ✓

Improved customer experience

	Started	Duration	Department	CSAT	
>	 17/03/2024, 09:45	4min 32sec	Sales	5	
>	 16/03/2024, 11:23	7min 23sec	Customer Ser...		
>	 16/03/2024, 09:45	2min 54sec	Sales		
>	 15/03/2024, 16:21	2min 45sec	Customer Ser...	3	
>	 15/03/2024, 12:09	3min 21sec	Customer Ser...	1	
>	 15/03/2024, 10:12	2min 16sec	Sales		
>	 15/03/2024, 09:11	4min 19sec	Sales	4	

Positive - Thomas is going on holiday to

CAI Insights

Turn every interaction into actionable intelligence.

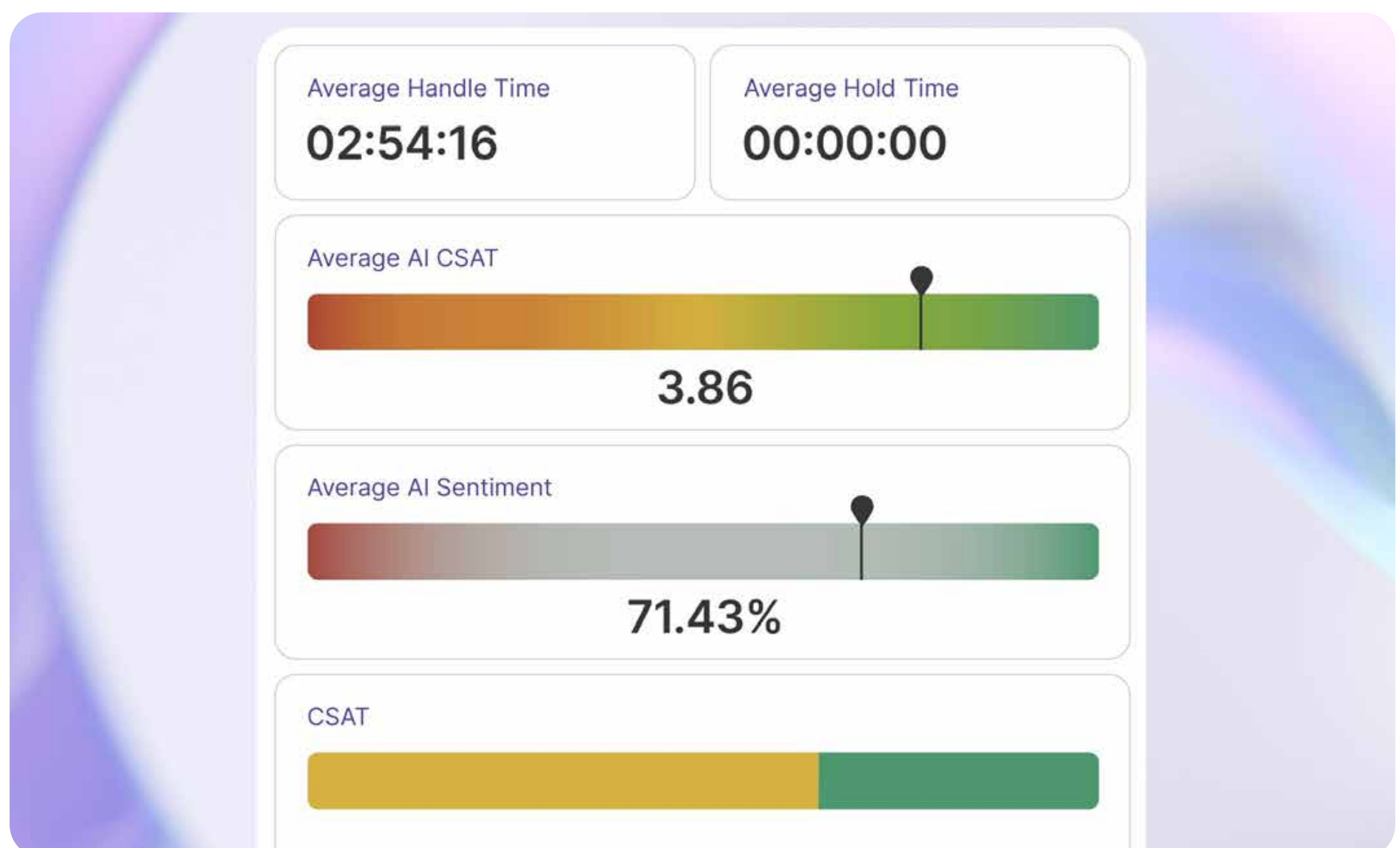
QContact's Communication AI (CAI) delves deep into understanding the true context and journey the customer is taking with your business.

From CSAT to handle time to repeat callers - CAI insights shows you what the key drivers are for both customer satisfaction and what types of enquiries are taking up most of your staff's time handling.

You can then pivot this data by multiple dimensions - work out which store or products are causing the most complaints, what service is giving you the best ratings, and more.

You can even ask CAI questions in plain English that it will automatically trawl through all your recordings and messages to find the answers to.

- ✓ **Actionable insights**
- ✓ **Natural English questions**
- ✓ **Pivot by multiple dimensions for RCA**
- ✓ **Continuous Improvement**
- ✓ **Understand the biggest drivers**
- ✓ **Like-for-like comparisons**



Knowledgebase Builder

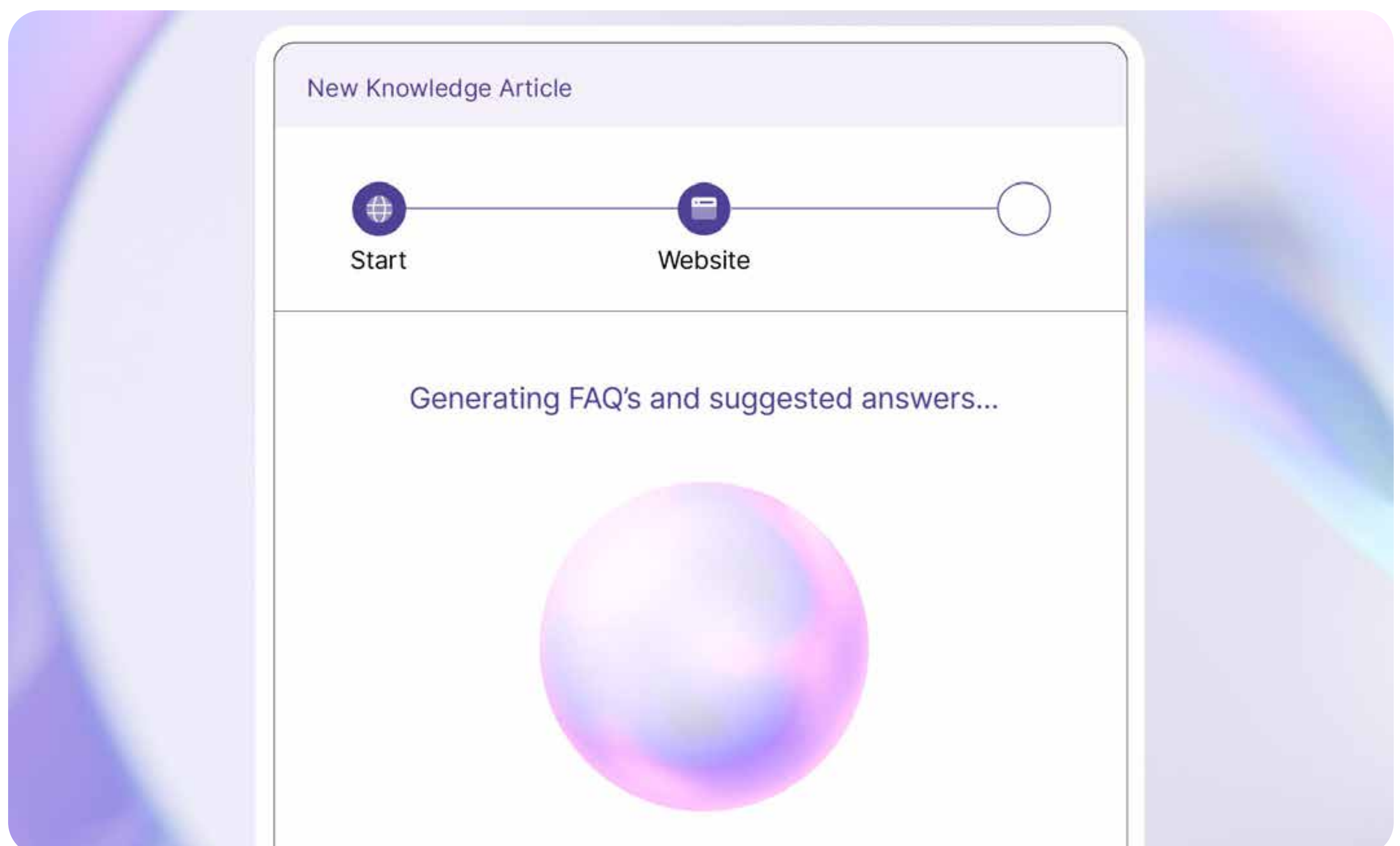
Build knowledge bases in minutes

QContact's AI-powered Knowledgebase Builder scans your existing content - like manuals, guides, and website pages - and even your prior conversations, to auto-generate questions and answers from them.

In just a few hours, you can have a fully functional support hub without writing it all from scratch. That means less time building, and more time helping. The result? Customers can solve problems themselves, agents get instant reference material, and your team spends less time repeating the same answers.

And because it's integrated across all your channels, support stays consistent no matter how customers reach out.

- ✓ **Rapid deployment**
- ✓ **AI-driven content creation**
- ✓ **Enhanced customer self-service**
- ✓ **Omnichannel integration**
- ✓ **Boosted agent efficiency**
- ✓ **Continuous improvement**



Automatic QA

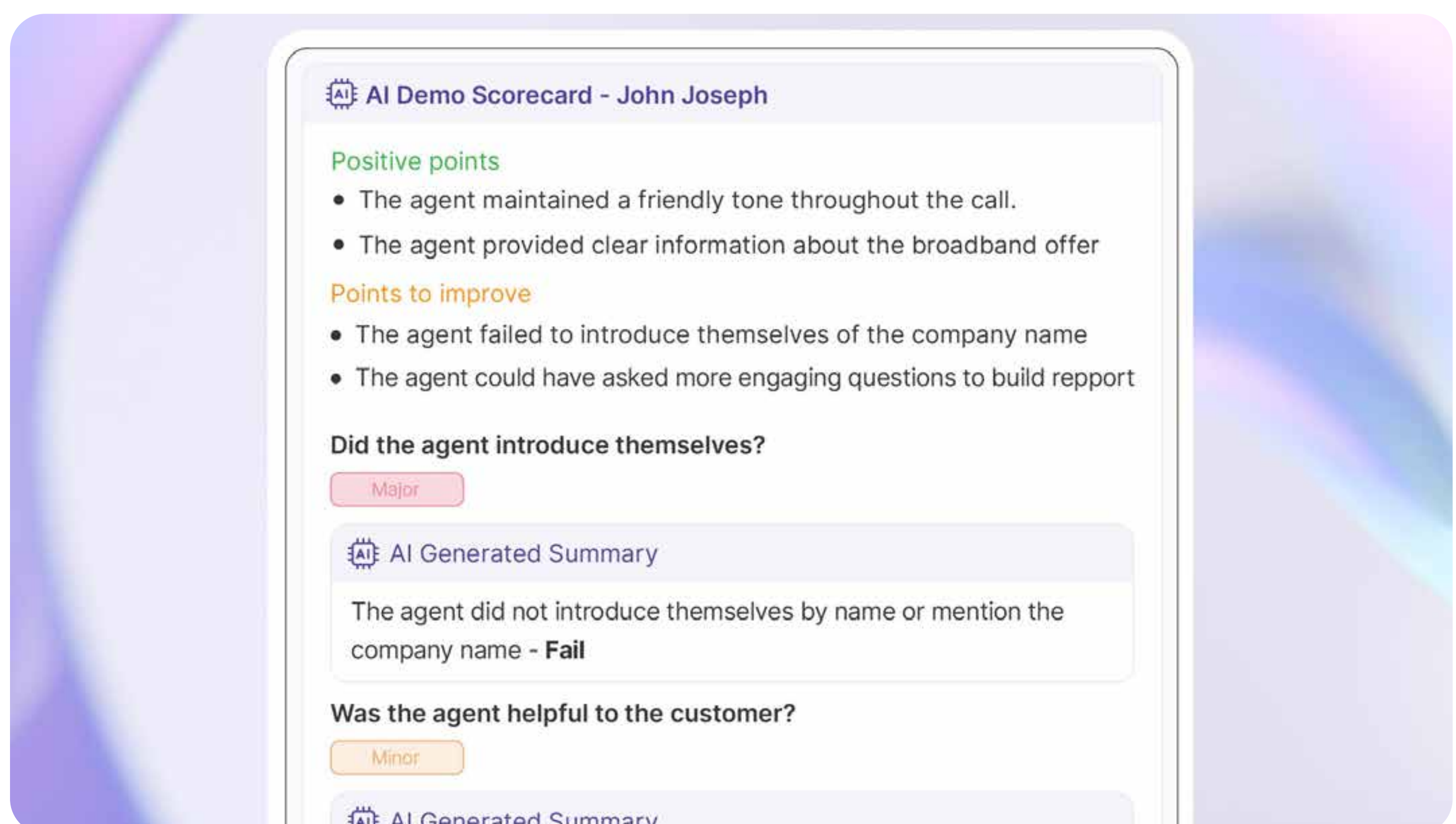
Every interaction, fully evaluated.

Manual QA can miss a lot. QContact's Automatic QA uses AI to review every customer interaction after it ends, not just a small sample. It scores conversations based on sentiment, compliance, empathy, and resolution quality, giving you a complete view of team performance.

Supervisors can quickly see what's going well and where coaching is needed, with alerts that highlight priority issues. Each scorecard is customisable, so you can track what matters most, from regulatory keywords to how well agents follow processes and tone guidelines.

Go from sampling just a few calls per agent per month to hundreds. Removing blind spots, creating faster feedback loops, and giving consistent standards across your contact centre.

- ✓ **AI-driven conversation scoring**
- ✓ **Audit-ready reporting**
- ✓ **Supervisor alerts**
- ✓ **Every interaction evaluated**
- ✓ **Customisable QA forms**
- ✓ **Continuous improvement**



Self-service and IVR

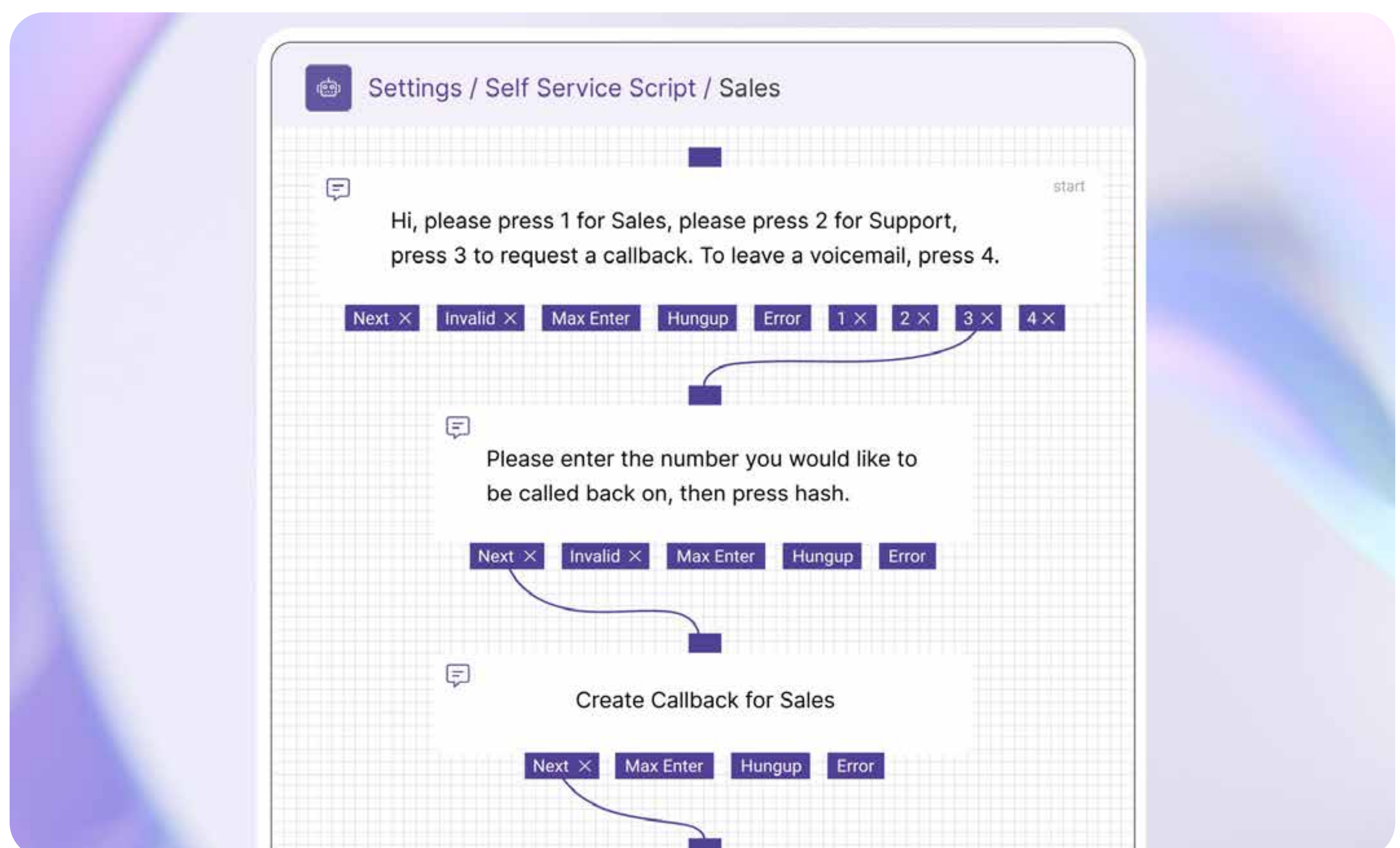
Delight customers with self-service and smart routing

QContact's Self-Service and IVR tools give customers fast, efficient ways to get help without waiting on hold. Whether through intuitive voice menus or automated flows, users can quickly resolve common requests on their own.

With a drag-and-drop builder, it's easy to design call journeys and update them as your needs change - no coding required. You can route based on input, language, or caller type, making sure each person reaches the right place, first time.

During busy periods, smart overflow options keep things moving smoothly by redirecting traffic or triggering fallback actions. The result? Faster answers for customers, fewer routine calls for agents, and better service all around.

- ✓ **Drag-and-drop IVR builder**
- ✓ **24/7 customer support**
- ✓ **Smart call routing**
- ✓ **Natural language processing**
- ✓ **Real-time monitoring**
- ✓ **Seamless omnichannel integration**



Workflow

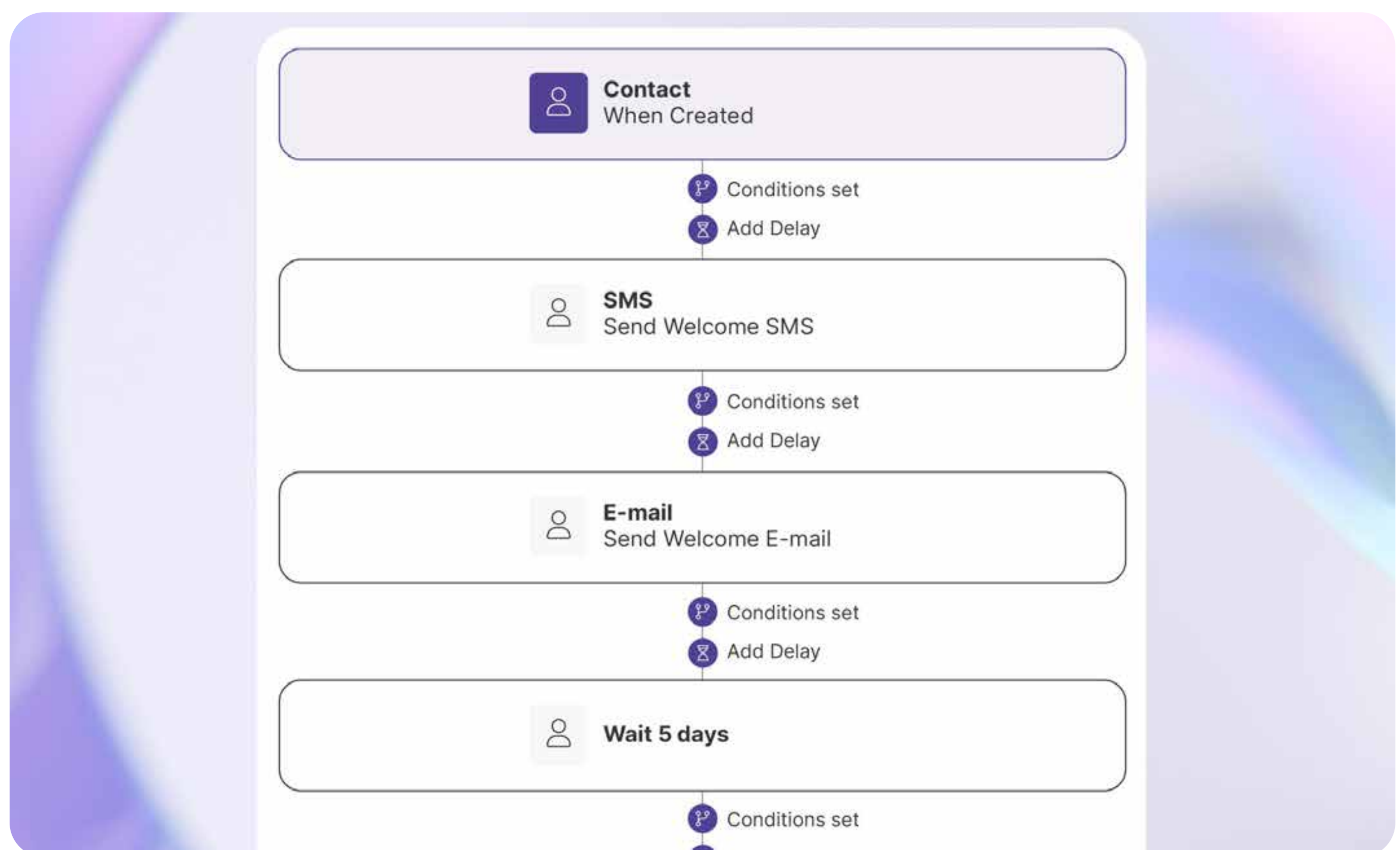
Simplify processes with automated workflows

QContact's Workflow Automation helps your team get more done with less effort. From sending follow-ups to updating records or routing tickets, repetitive tasks are handled automatically in the background.

You can build workflows using a simple, no-code interface - fully customizable to your business rules and triggers. Whether it's based on time, status changes, or customer actions, everything just flows.

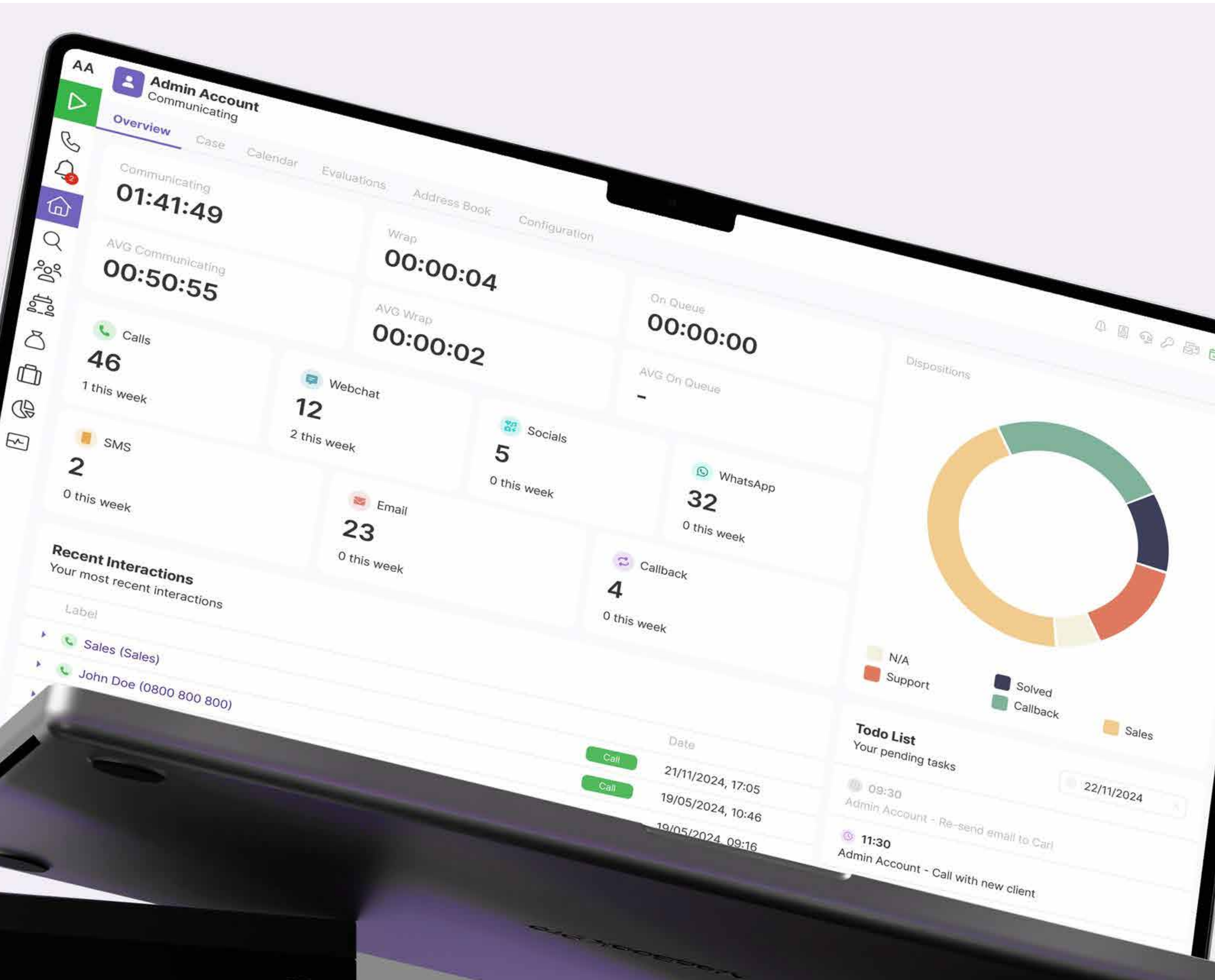
Workflows connect across channels and tools, keeping your data in sync and your processes consistent. And with built-in reporting, you'll know exactly where things are running smoothly - and where to tweak.

- ✓ **Automate repetitive tasks**
- ✓ **Enhanced customer experience**
- ✓ **Customizable workflows**
- ✓ **Real-time analytics**
- ✓ **Seamless integration**
- ✓ **Scalable solutions**



Rich customer relationship management

We include rich and powerful CRM functionality as standard out of the box. Track your leads, opportunities, cases and more with full customisation and reporting.



Streamline support with QContact's ticketing system

When customers reach out, QContact's Ticketing system makes sure nothing slips through the cracks. Every query - whether it comes from email, chat, WhatsApp or a call - is captured, tracked, and routed to the right person automatically.

Tickets are organised in one central place, so your team always knows what's next. With smart assignments and prewritten responses, agents handle issues faster and more consistently. And while they focus on support, built-in reporting keeps you updated on performance, response times, and SLAs - so you can keep improving without guesswork.

QContact helps you resolve issues quickly, efficiently, and without the chaos.

Open47

RenewalSH

Contact

Oscar Armstrong

Company

Prestiga-Biz

Category

Feature Request

Priority

P4 - Nice to have

RenewalSH

Contact

Elise Power

Company

Mostow Co.

Category

General

Priority

P2 - Urgent

RenewalSH

Contact

Callum Wells

Company

ManCharm

Category

General

Priority

P3 - Sooner rat...

RenewalSH

Contact

Leah Higgins

Company

Cut Above

Category

Feature Request

Priority

P3 - Sooner rat...

Pending Customer7

RenewalSH

Contact

Isobel Owen

Company

Deco Refreshments, Inc.

Category

Techinal Query

Priority

P3 - Sooner rat...

RenewalSH

Contact

Toby Ryan

Company

Friendly Advice

Category

Dev Request

Priority

P4 - Nice to have

RenewalSH

Contact

Michael Wallace

Company

Griff's Hanburgers

Category

Feature Request

Priority

P3 - Sooner rat...

RenewalSH

Contact

Jessica Hancock

Company

Monsource

Category

Feature Request

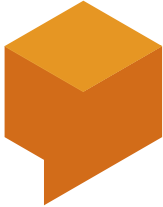
Priority

P3 - sooner rat...

A world of integrations.

QContact goes beyond channel unification by connecting seamlessly with the tools your business already relies on.

From CRMs like Salesforce to platforms like Shopify, Zendesk, and SAP C4C, integrations are built to keep data flowing and teams aligned. Everything works together in one platform - giving you a complete view of every customer without the usual silos.

 KYC Authentifi	 Call Analytics Callbi	 AI Dialogflow	 Appointments Diarizeme	 CRM Dynamics	 Ecommerce EKM
 Social Media Facebook	 Review HelloPeter	 KYC Hooyu	 Social Media Instagram	 Ecommerce Magento	 Email & Calendar Office 365
 Payments Ozow	 CRM Salesforce	 CRM SAP C4C	 Ticketing Servicenow	 Ecommerce Shipstation	 Ecommerce Shopify
 KYC Smile ID	 Communication Teams	 Communication WhatsApp	 Ecommerce WooCommerce	 Financials Xero	 Ticketing Zendesk



Empower your team with tools for growth and performance

Enhance employee engagement with quality assurance, coaching, performance tracking, and in-depth reporting to drive success and satisfaction.



Ensure every interaction meets your standards.

QContact’s Quality Assurance tools help teams grow by turning everyday interactions into learning opportunities. Every call, chat, or message can be reviewed and scored, giving agents clear, constructive feedback tied to real conversations.

Supervisors can track performance over time, highlight coaching moments, and celebrate progress - all in one place. With custom scorecards and integrated reporting, QA becomes more than a checkbox - it becomes a driver of improvement.

By building transparency and trust into the review process, QContact helps boost engagement, reduce churn, and raise the bar for customer experience.

Admin Account

Communicating

Overview

Case

Calendar

Evaluations

Address Book

Configuration

Contact

Status

>

Thomas Andersen

Pass

Critical

General

Major

Minor

Rating

Rating Pass/Fail

Serious

Threshold

Did the agent introduce themselves?

Was the agent polite?

Did the agent ever describe their role?

Did the agent provide enough information?

Were the agent’s instructions clear enough?

Were the correct package options presented to the customer?

Did the agent ask for the customer’s date of birth for ID validation?

Did the agent keep their answers brief?

Pass

Fail

Pass

Pass

3

Fail

Pass

8

Acknowledgement notes

Acknowledge

>

Catrin Lelisa

Pass

>

Flavian Mowgli

Fail

Empower your team with real-time agent coaching.

QContact’s Agent Coaching tools make it easy to guide, support, and grow your team without disrupting their flow. Supervisors can listen in on live calls, offer real-time guidance using whisper mode, or jump in when needed – all without the customer knowing. After the call, built-in playback and transcripts allow for detailed feedback sessions based on actual conversations, not memory. Combine that with AI-powered insights like sentiment and conversation summaries, and coaching becomes more focused and effective.

Everything is tracked in one place, so progress is easy to monitor and agents stay motivated. It’s coaching built into the everyday – practical, personal, and performance-driven.



Supervisor / Supervisor users
Real-time monitoring

 306

 12

 35

 15

 11

 2

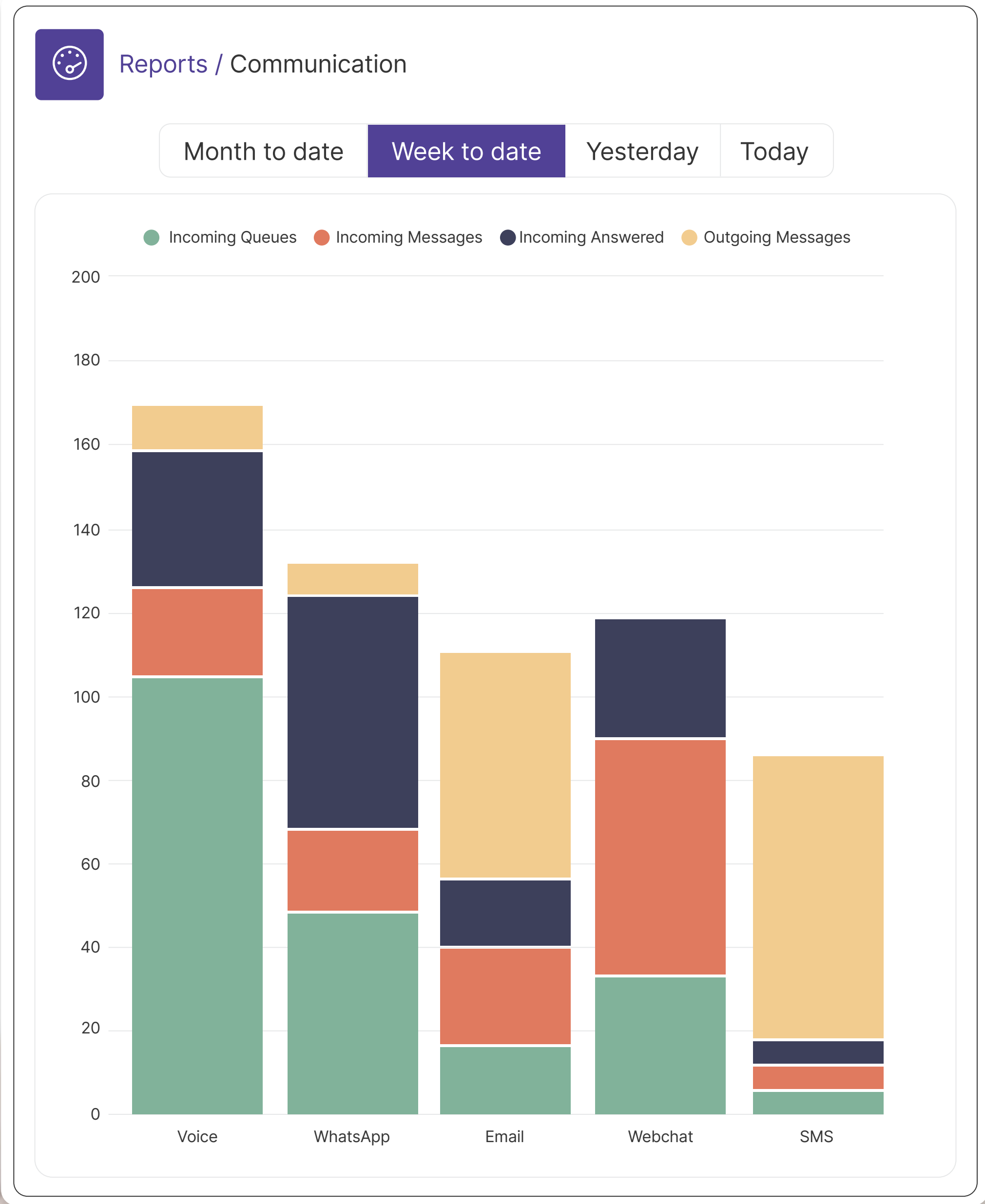
Name		State	Duration
Michael Rogers	 → 	Communicating	08:31:45
Isabella Bennett		Training	08:31:45
Zra Fox		Training	08:31:45
Skye Morris		Idle	08:31:45
Jacob Johnson	 ← 	Communicating	08:31:45
Joe Jones	 → 	Communicating	08:31:45
Archie Wilson		Idle	08:31:45
Taylor Wallace		On Queue	08:31:45
David Mills		Wrapup	08:31:45
Olivia Woods	 → 	Communicating	08:31:45
Rosie King		Idle	08:31:45

Optimise performance across your contact centre.

QContact's Performance Tracking gives you a clear, real-time view of how your agents and teams are performing across every channel. From response times and resolution rates to SLA adherence, key metrics are all in one place.

Customisable dashboards and reports make it easy to spot trends, identify top performers, and uncover areas that need attention. It's not just about numbers - it's about turning insights into action.

With QContact, performance tracking becomes part of your everyday rhythm - helping you coach smarter, manage proactively, and deliver consistent service quality.

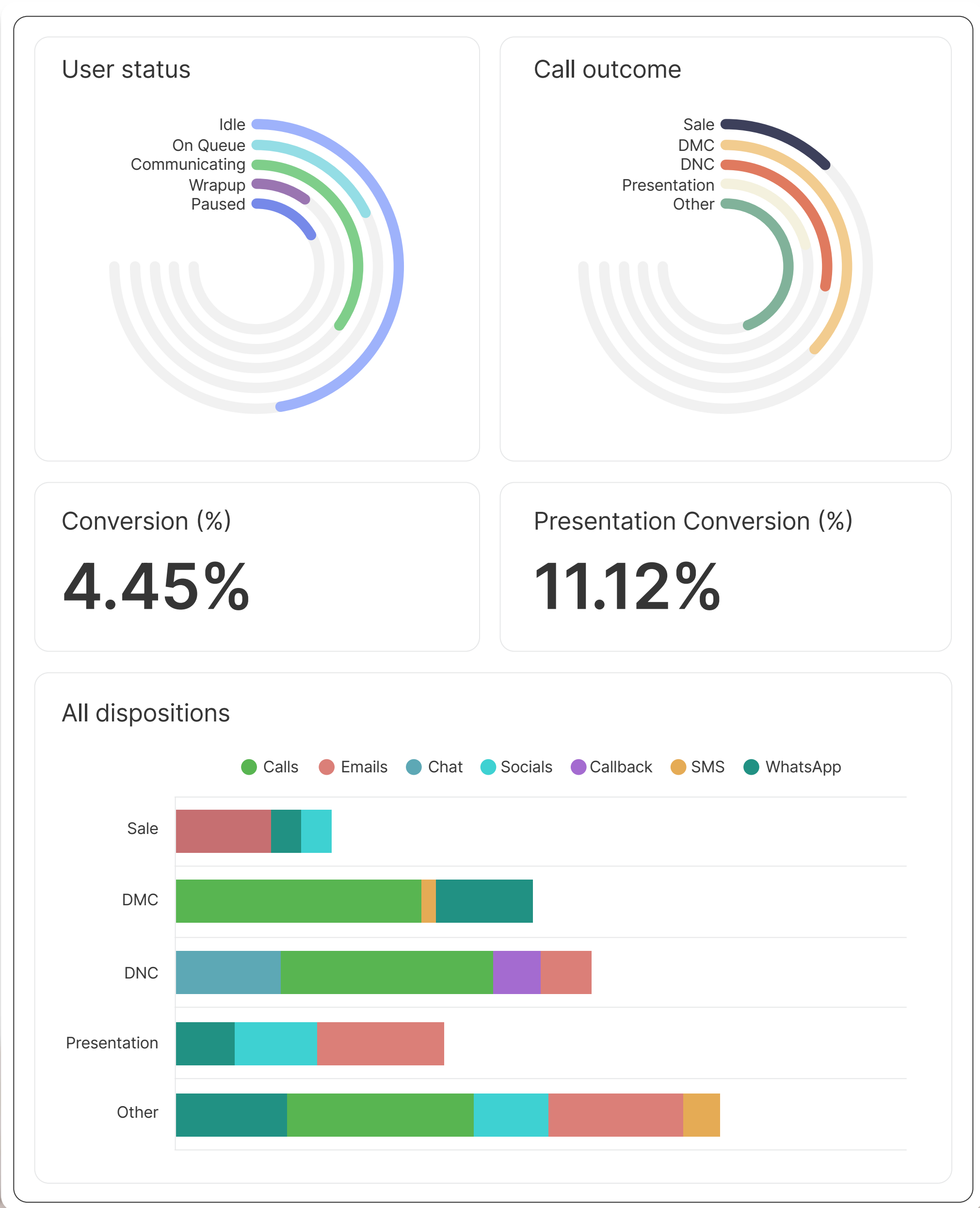


Unlock actionable insights with QContact reporting.

QContact's Reporting Suite gives you real-time visibility into queues, agent activity, and overall performance - all in one place. Custom wallboards let you track what matters most, from SLA targets to live customer wait times.

Reports can be automated, scheduled, and delivered straight to your inbox or cloud storage, so you're always a step ahead. You can even measure CSAT scores with built-in survey tools.

Whether it's day-to-day monitoring or long-term planning, QContact helps you turn data into action.



Plan smarter, schedule faster, and keep your contact centre running smoothly.

QContact's Workforce Management tools make it easy to balance workloads, forecast demand, and optimise staffing across every channel. With intelligent scheduling, real-time adherence, and performance insights, you'll always have the right people in the right place at the right time.

Supervisors can forecast volumes, create shift patterns, and track attendance without leaving the platform. Agents can view schedules and track their own performance - all in one unified interface.

With WFM being a native part of the platform, QContact gives you accurate real-time forecasting and smarter decision-making without relying on spreadsheets, guesswork or manual copying between systems.

- ✓ **Intelligent forecasting**
- ✓ **Real-time adherence tracking**
- ✓ **Smart shift scheduling**
- ✓ **Agent self-service portal**
- ✓ **Unified data and reporting**
- ✓ **Improved resource efficiency**



Built for every industry, every role, every goal

From frontline agents to senior teams, across industries and departments, QContact delivers tailored tools that adapt to how you work. Whether you're driving customer service, boosting sales, or managing operations, our solutions help every role and function perform at their best – all within one unified platform.



Tailored tools for every sector

QContact offers a unified communication platform adaptable to diverse industries, ensuring seamless customer interactions and operational efficiency.

- **Financial Services:** Enhance client trust with secure, compliant communications and streamlined case management.
- **Telecommunications:** Manage high-volume interactions across multiple channels, providing real-time support and proactive outage notifications.
- **E-commerce & Retail:** Boost customer satisfaction with integrated chat, social media, and CRM tools that personalize the shopping experience.
- **Outsourcing:** Equip BPOs with scalable, multi-client support systems, offering flexible licensing and comprehensive reporting.
- **Healthcare:** Ensure patient confidentiality with secure messaging, appointment scheduling, and responsive support channels.
- **Government & Non-Profit:** Facilitate citizen engagement through multi-channel communication, efficient case tracking, and automated workflows.



QContact's versatile solutions are designed to meet the unique challenges of each sector, fostering improved customer experiences and streamlined operations.

Streamline CX, sales, and operations

QContact offers a unified platform designed to optimize key business functions - customer service, sales, and operations - enhancing efficiency and delivering exceptional results across your organization.

- **Customer Service:** Empower your support teams with omnichannel communication tools, integrating voice, email, live chat, and social media into a single interface. Advanced AI features like sentiment analysis and automated workflows enable quicker response times and consistent customer experiences.
- **Sales:** Boost your sales performance with tools that streamline lead management and customer engagement. QContact's CRM provides a 360-degree view of customer interactions, allowing sales teams to personalize outreach and close deals more efficiently.
- **Operations:** Enhance operational efficiency by automating routine tasks and integrating disparate systems. Real-time analytics and reporting offer insights into performance metrics, helping you make informed decisions and adapt quickly to changing business needs.



By aligning these core functions within a single platform, QContact ensures seamless collaboration, improved productivity, and a superior experience for both your team and your customers.

Empowering agents and supervisors

QContact offers tailored tools designed to enhance the performance of both agents and supervisors, ensuring efficient operations and exceptional customer experiences.

- **For Agents:** Equip your team with an intuitive interface that consolidates all communication channels - calls, emails, live chat, social media, and more - into a single platform. Real-time AI assistance provides suggested responses, sentiment analysis, and conversation summaries, enabling agents to handle interactions swiftly and accurately. Access to comprehensive customer histories ensures personalized service, fostering stronger customer relationships.
- **For Supervisors:** Gain real-time visibility into team performance with live dashboards displaying key metrics such as average handle time, customer satisfaction scores, and queue statuses. Utilize live listening and whisper coaching features to provide immediate, discreet support to agents during interactions. Advanced reporting tools and AI-driven insights help identify trends, monitor compliance, and inform strategic decisions to continuously improve team efficiency.



By aligning the capabilities of agents and supervisors within a unified platform, QContact ensures cohesive teamwork, streamlined processes, and elevated customer satisfaction.

Rest easy at night.

QContact understands the importance of data security. Your data is held securely within the UK in Microsoft Azure datacentres, ensuring full data sovereignty and in full compliance with GDPR.



QContact ensures your data is never used for AI training, and we only use AI models hosted fully within the UK or Europe - giving you the utmost confidence about the security of your customer data.

Our multi-tenant, highly available solution ensures no single points of failure. Running across 3 availability zones in London with additional failover options in Cardiff - we have had 100% uptime over the past 365 days.

We are SOC2 Type II certified, demonstrating that we don't just talk the talk when it comes to security - but have robust measures in place to protect your data, and hold comprehensive cyber liability insurance.

Holding your hand every step of the way.

QContact gives you full "white-glove" support in deployment of our solution. From initial scoping sessions, to configuration, through training and on to ongoing support, we're here to ensure a smooth deployment and answer every question you have along the way.

Our platform is built to be resilient - offering 100.0% uptime in 2025. If you do need to contact our support team, you can of course reach out to us on any channel - whether Teams, WhatsApp, Phone, E-mail or Live Chat. The team is available from 6am to 10pm Monday to Friday, with 24 hour support available for any critical issues.



We also offer a comprehensive SLA as standard giving you the peace of mind if there are any issues, they'll be dealt with promptly, and all our customers are assigned a dedicated account manager, based in the UK.