

OneClick

Orchestrating effective and enriching customer experiences.

Global Industry leaders have entrusted us to successfully and consistently process millions of customer interactions annually.

Our expertise in customer experience enables our clients to deliver a transformational experience to their customers at a fraction of the cost.









^{*} As per our customer case studies.







OnePulse

Crafting a New World of Customer Experience

Our easy-to-use and robust knowledge management solution not only helps our clients deliver world class customer experience but also makes knowledge creation and management simpler and more accurate for internal use.

The solution allows companies to seamlessly integrate with 3rd party tools and get their hands on meaningful and actionable data in a few clicks.

Boost Up-selling: The Briefing and Assessment feature helps sales and service team stay abreast with the latest products/ services information enabling them to be well informed and skilled enough to drive sales.

Well-trained teams: Translates to better processes, operations, product quality and customer satisfaction. Higher productivity has a direct impact on profitability, allowing you to generate more revenue.

Reduced Average Handling Time (AHT): Well informed agents are able to swiftly resolve issues thus significantly reducing AHT, Call Handling Time and Wait Time.

Quicker Resolutions and Increased Customer Satisfaction: There is a direct correlation between higher customer satisfaction and quicker query resolution by informed agents.

Increase Revenue Save Costs

Deliver Value

Automation in Processes: OnePulse's integration feature helps meet the needs to integrate with the best of the solutions out there. The feature allows you to create new integrations with the click of a button, saving you time and money while allowing you to get the most out of your existing technological investments.

Faster Employee Onboarding: By creating a guide in the company's internal knowledge management system transfer of relevant information to new inductees can be done effectively.

Self-service support: FAQs, publications, videos can enable customers to quickly and easily resolve their issues by themselves thus reducing call volume to company agents.

Features



Licensing Plans

STARTER

- Knowledge Base Module
- Basic Search Module
- 1 LOB
- Predefined Theme Templates
- Pre-Defined Reports 5
- Email Support
- Predefined Role Configuration
- Integration effort worth 10 man hrs.

PRO

- Knowledge Base Module
- Basic Search Module
- Upto 5 LOBs
- Predefined Theme Templates
- Feedback Module
- Pre-Defined reports 10
- Manual Decision Tree
- Email Support + Phone (business hrs.)
- Customised Role Configuration
- Integration effort worth 20 man hrs.

ENTERPRISE

- Knowledge Base Module
- Intuitive Search Module
- Multi LOB
- Customisable Theme Templates
- Feedback Module
- Briefing & Assignments Module
- Virtual Assistant Module
- Unlimited Customisable Reports
- Agent Forums
- Automated Decision Tree
- Dedicated Relationship Manager
 24X7 support
- Customised Role configuration
- Integration effort worth 40 man hrs.

Contact Us

Corporate Office

OneClick Technologies Pvt. Ltd.
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Our Achievements:





First to Deploy Platform of

For Chatbot Innovation



Innovation Awards



3 Aegis Graham Bell Award For Service Innovation



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Our Clients























