

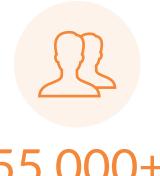
OneClick

Orchestrating effective and enriching customer experiences.

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

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

Our organization is ISMS ISO/IEC 27001:2013 and PIMS ISO/IEC 27701:2019 compliant.



55,000+

Active Users



Customers Processed



Transactions Per Year



^{*} As per our customer case studies.

Customer Experience Solutions







OnePulse

Crafting a New World of Customer Experience

Our easy-to-use and robust knowledge management solution helps our clients deliver world class customer experience while making 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.

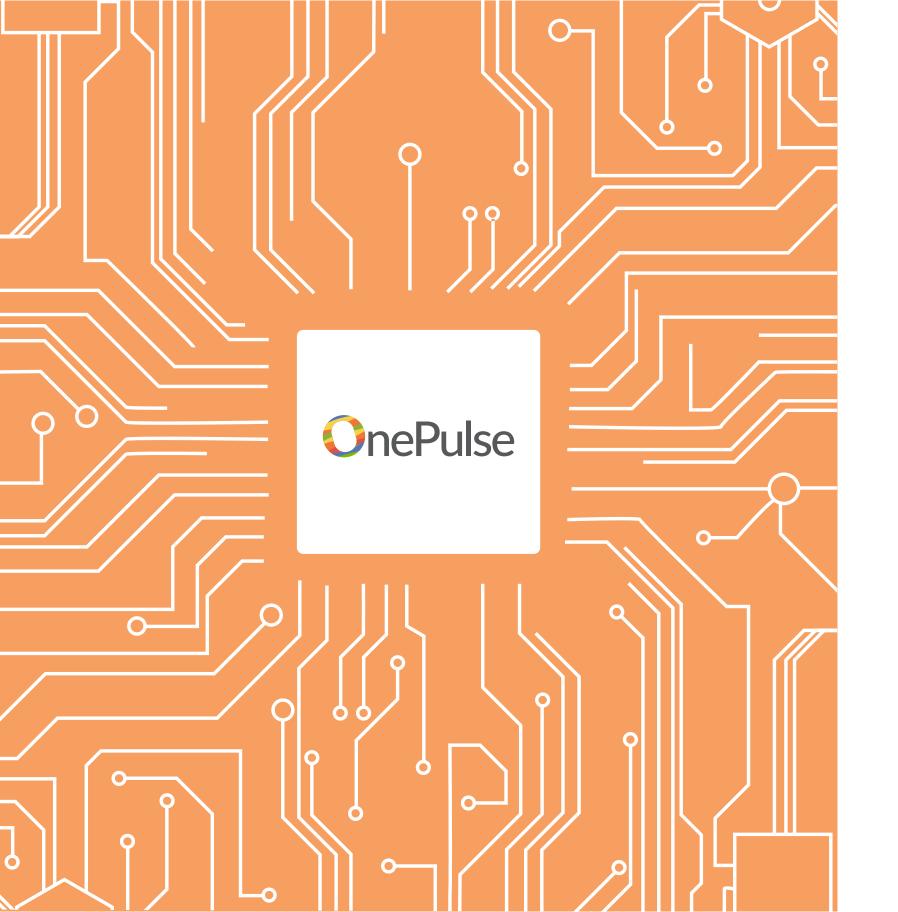
Quicker Resolutions and Increased Customer Satisfaction: There is a direct correlation between higher customer satisfaction and quicker query resolution by informed agents.

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.



Simplifying Knowledge Management with OnePulse

Companies across industries are making sure that their customer experience platform is robust enough to seamlessly bring new customers on-board and retain the existing customers along the same lines. They also understand the importance of onboarding new employees and training the existing ones.

For the companies handling Contact Centres or Call Centres, a robust KMS with capabilities to significantly reduce Average Handling Time (AHT) and Wait Time become most essential element to boost the level of customer satisfaction among their customers.

OnePulse with it suite of services around knowledge management for customer support, self-care, and interactive help enables companies to achieve this goal. OnePulse is also a platform for knowledge collaboration within the organization and encourages a knowledge sharing ethos within the business.

Features



Authoring Tool

Multitude of pre-built assets, features relevant to article authoring and more. You can publish the on-demand resources into the HTML5format, enabling them to be accessed on any device. While authoring, word documents, Excel sheets or pdfs can be easily attached to articles.



User Friendly UI

Information can be accessed and organised quickly and simply with the Drag and Drop feature.



Decision Tree

Logical step by step Decision Tree guide to help troubleshoot.



Self-Care

Give your Self Help, FAQ page a completely integrated look. OnePulse can be customized to reflect the branding of your site. The solution will look like your website so that your visitors don't feel they are being redirected to an external site.



Instant Publish

Changes in content can be made accessible to agents in real time, keeping them always abreast with the latest information.



Custom Themes

Companies can customise themes to match corporate branding.



Intelligent Visual Support

OnePulse provides a disruptive platform for intelligent visual support in call centers, which allows call center agents to see exactly what their customers see and use it to visually guide them to successful resolutions.



Reporting & Dashboard

OnePulse reporting offers you a depth of insight that will empower you to target new prospects while strengthening your relationships with existing customers.



Auto Tagging

Enable the agents at home and the agents at Contact Centres to remotely provide solutions.

Contact Us

Corporate Office

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Our Achievements:





First to Deploy Platform of

For Chatbot Innovation



Business **Innovation Awards**



3 Aegis Graham Bell Award For Service Innovation



Fast 50 India **Deloitte Consulting**





5 Aegis Graham Bell Award **Across Categories**

















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Our Clients







