

**Seamless Communication.
Consistent Productivity.
Scalable Personalisation.**

Tailored for TMCs

IT'S ALL ABOUT PRODUCTIVITY

Delivering **efficiency** and **exceptional collaboration**
across the globe with a **unified communications platform**.

KEY BENEFITS

- **Boost agent productivity** with collaborative team inboxes
- **Streamline operations, 24/7**, across time zones & locations
- **Centralise customer interactions** within a unified communications platform
- **Comprehensive reporting and analytics** for evidence-based performance insights
- **Ensure SLA compliance** with automated tagging & alerts
- **Deliver personalised service** at scale

OUR CLIENTS

“

Since implementing FocalScope, our team performance has improved by **50%**.

FocalScope has **streamlined our workflows**, boosting both productivity and efficiency. This has been achieved by **shifting the focus from individual efforts to the collective strength of the team**.

The integration of call logs and emails into a unified ticketbox allow team members to **seamlessly handle customer communications**, ensuring no enquiries go unanswered.

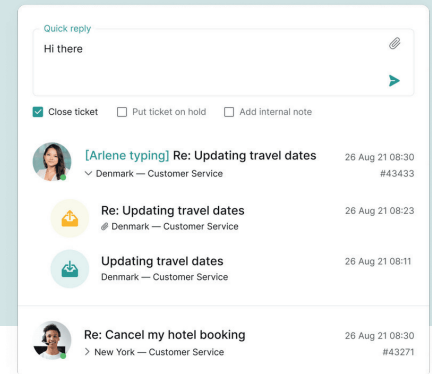
Ringo Leung
General Manager, Singapore Flyer

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BOOST PRODUCTIVITY & COLLABORATION ACROSS TEAMS

- **Collaborative inboxes** ensure that agents see which tasks are already claimed and don't clash with duplicate replies
- **Internal notes** allow teammates to provide context where needed
- **Intelligent routing** saves time from manual sorting and distributing tasks

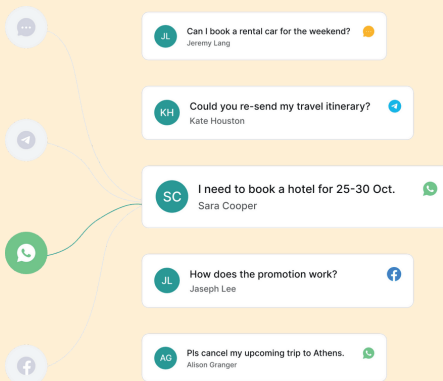


“ — This is the best software I have seen in the market.
It's all seamlessly connected. It's flexible.
Best of all, it is integrated to Amadeus.

— Founder, Top Tours



UNIFIED OMNICHANNEL COMMUNICATIONS



- **Streamline operations** by managing emails, calls, chats, SMSes, and social messages, all from a single platform.
- **Never miss a message** with automatic task assignment and internal communication logs.
- **Assign multiple agents** to each communication channel - so that conversations are not cut short by shift changes.
- **Deliver customer happiness** with the universal customer card - where customer interactions from all channels are collected to provide context for service personalisation.



COMPREHENSIVE ANALYTICS & REPORTING

- **Win tenders & create annual reports** with custom reports
- **Demonstrate service standards** with real data, in granular view
- **Optimise processes** by identifying bottlenecks and roadblocks
- **Improve service quality** continuously by monitoring SLA attainment and agent performance.



INTEGRATED AI ASSISTANCE

- **Save time & effort** with AI-assisted automatic task assignment and content-based email categorisation
- **Scale operations easily** with AI-assistant trained on internal manuals & documentation.
- **Enhance efficiency** and improve productivity with AI assistance for routine email queries.



GLOBAL CUSTOMER SUPPORT APP

- **Make every customer interaction shine** with enhanced global connectivity.
- **Provide assurance to end-users** that they can reach you and obtain help wherever they are.
- **Link end-customers directly to specific departments** relevant to their needs
- **Simplify multiple IDD lines and satellite offices** into a single direct-dialling app



CUSTOMISED WORKFLOW AUTOMATIONS

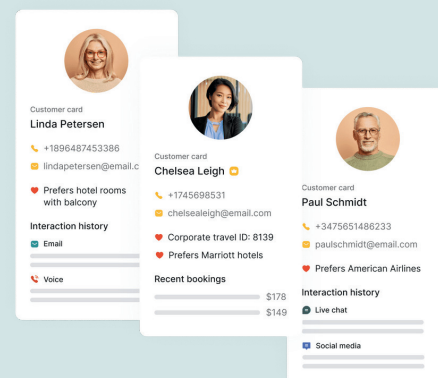
SLA events	Time	Report	Action	Details
	20 Min	☒	Trigger warning	Yellow
	40 Min	☒	Trigger warning	Orange
	1 Hour	☒	Trigger warning	Red
			Alert supervisor	Donald
			Copy ticket to folder	Shared Item/Ticket...

- **Redirect agents' focus to customers**, not wasting time on admin & task sorting
- **Ensure SLA compliance** with automatic tagging and supervisor alerts.
- **Prioritise VIP clients** by allowing them to skip queues across all communication channels.
- **Assign tasks fairly to agents** with standardised rules and skill-based routing.



360-VIEW CUSTOMER CARD

- **Deliver personalisation at scale** with a single point of reference for all customer interactions.
- **Anticipate customer needs** before they ask.
- **Identify areas for improvement** with cross-channel interactions and handling history organised in chronological order.





SECURE OPERATIONS & GRANULAR USER ACCESS

- **Protect your operations and customers** with secure configurations and granular user access segregation.
- **Mask sensitive customer data automatically** in emails and messages.
- **Implement data storage securely** with hybrid, on-premise, or cloud storage for seamless cooperation between office locations.



With innovation as the backbone, FocalScope has enabled Travel Cue to put in place robust and scalable solutions to support its business growth.

More than just being an IT supplier, FocalScope has been an integral part in the growth story of Travel Cue.

*Travel*Cue



MULTI-LINGUAL SYSTEM WITH AUTO-TRANSLATION

- **Deliver quality service to customers** by communicating in their preferred languages.
- **Help your team succeed** in their preferred language with 30+ languages available in the FocalScope system.
- **Reach global customers with local teams** with the help of AI-assisted automatic translations.



EXTENSIVE, RELEVANT INTEGRATIONS

- **Sync with your existing email servers** for easy, secure task processing.
- **Connect to your preferred global distribution system** and easily retrieve booking information with the saved Passenger Name Record number.
- **Link to your existing CRM software** to reference in-depth customer information and deliver better service.



Sabre amadeus

TRAVELPORT

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Ready to take your team's
productivity to the next level?

Scan Here for a Free Demo!

