MGCL
Miraloyd Global Consult Limited
Communicate. Connect. Build. Transform.

Omnichannel Solution

Voice, email, SMS and social media

Give customers a seamless experience across their preferred communication channels.



One interface for every channel

The *astTECS Omnichannel Solution brings voice, chat, email, SMS and social media into a single interface. Customers can contact your team through the channel they prefer, while agents have the tools to respond consistently.

The integrated suite helps you engage with customers and prospects on their channel of choice.

All channels in one interface

Personalise each interaction across the customer’s preferred communication channels. Agents can manage conversations on multiple channels at the same time and view them in one place.

Improved efficiency

Route incoming interactions from different channels to the right agent for a quicker resolution and a more efficient contact centre.

Customer context and team oversight

Real-time monitoring

Track live and historical customer interactions to understand customer needs and measure team and individual agent performance. See which channels perform best and which customers use most.

A continuous omnichannel experience

Agents can switch between channels while resolving a query. Customer details and interaction history remain accessible across channels, helping agents provide a quick resolution.

CRM integrations

Integrate with CRM software and other legacy systems so agents can access customer information and interaction records. This supports more effective communication and a better customer experience.

Voice, email and SMS

Voice

Voice remains a preferred channel for customer–agent conversations in the contact centre. The *astTECS Omnichannel Solution supports both inbound and outbound calls.

Email

Give your contact centre an email channel that helps agents reply promptly and keep customer response times short.

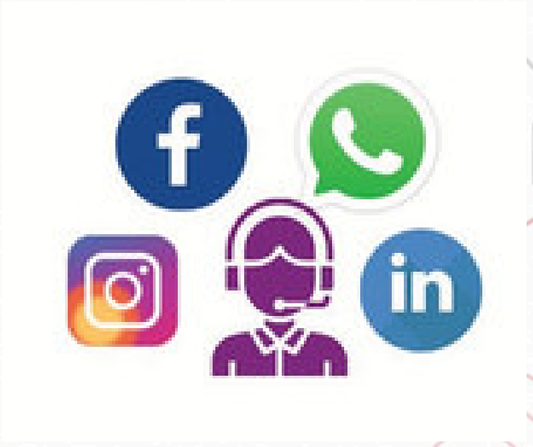
SMS

Send notifications and reference or ticket numbers by SMS. This gives customers a record they can use later and provides an alternative where internet access is limited or other channels are unavailable.

WhatsApp and social media

WhatsApp

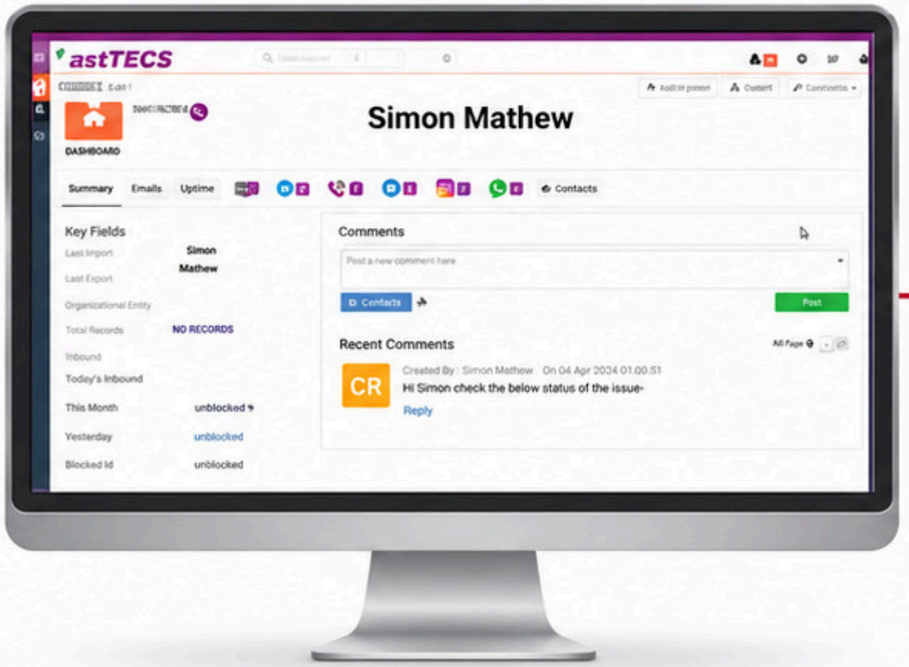
Extend support through WhatsApp Business and chat. Send and receive videos, images, documents, text, location details and transaction information, and use interactive buttons.



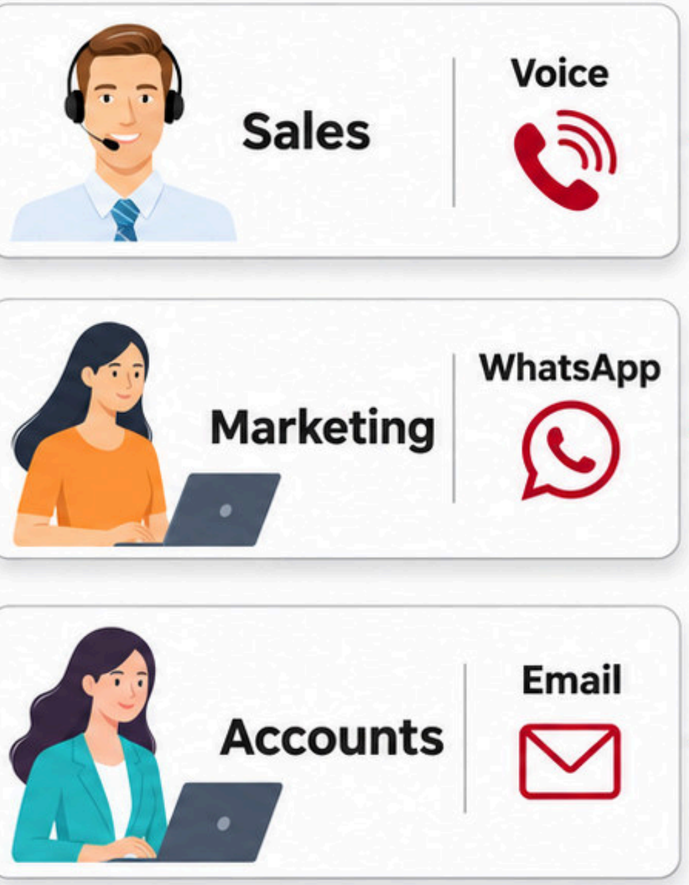
Social media channels

Respond to social media enquiries from the unified agent desktop. When customers contact you on Facebook, Instagram or other supported social platforms, agents can reply by direct message. This helps the contact centre reach a wider audience and build the brand.

How the omnichannel solution works



*astTECS Omni Channel Dashboard





Simon Mathew

ABOUT US

ABOUT MIRALOYD

INTEGRATED TECHNOLOGY SOLUTIONS

Miraloyd Global Consult Limited is an integrated technology solutions provider that designs, deploys and supports communication, connectivity, software and IT infrastructure for businesses, institutions and public-sector organisations. Our work helps people communicate better, keeps offices and remote locations connected, supports the development of digital systems and strengthens the IT infrastructure behind everyday operations.

Services include unified communications, internet connectivity, software and digital solutions, cloud and data centre infrastructure, cybersecurity, backup and disaster recovery. We also provide managed IT services and technology consulting.

Communications is a core part of our work. Our services cover cloud and on-premises IP telephony, contact centre solutions, customer engagement platforms and mobile communications. We also provide IVR, voice services, AI-powered communication and collaboration tools.

We provide the networks and infrastructure that keep offices, staff and systems connected. We also develop and integrate software, digital tools and AI solutions to improve business processes and connect the systems an organisation uses.

COMMUNICATE
Unified Communications

CONNECT
Connectivity & Internet

BUILD
Software, Digital & AI

TRANSFORM
Cloud, Infrastructure & IT

MGCL
Miraloyd Global Consult Limited
Communicate. Connect. Build. Transform.

*astTECS®
Unified Communication with Open Source
ISO 9001:2015 CERTIFIED

GET IN TOUCH

CALL
+234 2092204000 +234 708 101 7608

WHATSAPP MESSAGE
+234 903 509 1159

Website
www.miraloyd.com

Email
enquiry@miraloyd.com