- Do you know who I am?
- Of course I know!

When you answer a call, do you know who is on the other end?
Is it a potential customer calling yet again for another quote? Or a loyal customer of yours?
Is it a service user who has already reported an issue and is following up on their ticket? Or a supplier asking for delivery details?

The right answers for the right person

In both inbound and outbound calls, handling requests promptly and confidently is crucial, identifying your interlocutor precisely from the beginning.
The Trace module of the Kalliope Nexus platform enhances the operator experience with its response interface, **correlating data** from CRM, databases, and other third-party platforms.
Kalliope Trace automatically opens the **contact record** for every **incoming** and **outgoing call**.
Instantly, you can access all the information you need to manage the interaction with the caller efficiently without wasting time searching for their details.
Thanks to these features, you can reduce call handling time, increase customer satisfaction, and improve the organization of their data.

You always know who you're talking to

The module is designed to offer:

- Automatic opening of the interface (upon receiving or answering a call)
- Automated caller recognition
- Ability to link profiles, contracts, tickets, or previously logged calls to the current call
- Ability to add descriptions and notes
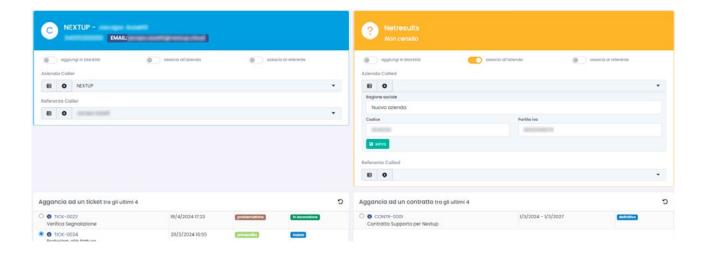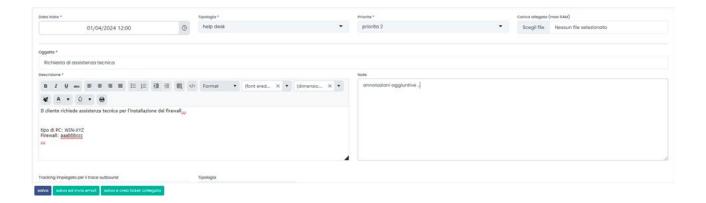- Ability to associate response scripts based on the caller and/or the recipient

| **Caller identification** | The interface allows you to link tickets and contracts related to the caller to the received call, providing access to their most recent data for better call management. |

| **The data you need** | The details related to the number you're calling (whether inbound or outbound) are just a click away and can be configured according to specific needs. |

| **Automation** | Specific information (type, priority...) and notes can be linked to the ongoing call, saved, and sent via email or used to create a related ticket. |

Communication made easy