



- **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



NEXTUP - Management - Account

EMAIL: [mailto:info@nextup.it](#)

Aggancia ad un ticket tra gli ultimi 4

TICK-0022	Verifica Segnalazione	18/4/2024 17:23	problematiche	In lavorazione
TICK-0024	Problemi alla fattura	28/3/2024 16:55	problemi	chiuso
TICK-0026	Albero stradicato dal vento	28/3/2024 16:31	problematiche	chiuso
TICK-0021	Assistenza installazione telefoni	28/3/2024 11:58	problematiche	chiuso

Netresults - Management - Account

Non censito

Aggancia ad un contratto tra gli ultimi 4

CONTR-0001	Contratto Supporto per Nextup	1/3/2024 - 1/3/2027	definitivo
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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.

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aggiungi in blacklist associa all'agenda associa al referente

Azienda Caller:

Referente Caller:

Aggancia ad un ticket tra gli ultimi 4

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Netresults - Management - Account

Non censito

aggiungi in blacklist associa all'azienda associa al referente

Azienda Called:

Ragione sociale:

Codice: Partita Iva:

Referente Called:

Aggancia ad un contratto tra gli ultimi 4

CONTR-0001	Contratto Supporto per Nextup	1/3/2024 - 1/3/2027	definitivo
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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.

Data inizio: 01/04/2024 12:00 | Tipologia: help desk | Priorità: priorità 2 | Carico allegato (max 64M): Scegli file | Nessun file selezionato

Oggetto: Richiesta di assistenza tecnica

Descrizione:
 Il cliente richiede assistenza tecnica per l'installazione del firewall.
 tipo di PC: WIN-XYZ
 Firewall: aaaaaa

Note: annotazioni aggiuntive

Tracking impiegato per il trace outbound | Tipologia

salva | salva ed invia email | salva e crea ticket collegato

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.