

ITNAVIGATOR specializes in establishment and operation of Contact Center systems, implementation of CRM systems, and developing a platform for management and control of the Contact Center based on AVAYA technology.

The company has the status of an AVAYA Delivery Partner, which it received following dozens of AVAYA Contact Center projects successfully implemented in recent years.

Among the company's clients are some of Israel's leading organizations such as: CLALIT Health Services, TIKSHOOV Contact Center, MACCABI Health Services, MIMUN YASHIR and others.

ITNAVIGATOR is the exclusive representative in Israel of CONSONA – a worldwide leader in total customer management for the enterprise. Consona CRM presents a full suite of functionality, including sales, service, support, and marketing automation; service resolution and knowledge management; business process management; and business intelligence.

ITNAVIGATOR supports its customers throughout the project lifecycle and combines in-depth technological knowledge with the understanding of the organization's business environment.



## ITNAVIGATOR - We make the difference

The dynamic world in which we operate today offers customers a wide variety of access channels to the organization. One of the many challenges in establishing a contact center is the integration of all these access channels into a single Contact Center that can provide a solution for every customer interaction, regardless of the media used .

### ITNAVIGATOR, together with AVAYA, are pleased to present the next generation of Contact Centers

AVAYA, a world leader in the telephony and Contact Center sphere, selected ITNAVIGATOR as its business partner for Contact Center applications. These include a wide range of AVAYA's advanced solutions, among them VOIP switches, CTI systems, IVR systems and call recording systems.

### NAV 3600 - Real-time decision-making



## NAV360°

NAV 360°  
presents a new

approach to contact center management, enabling a comprehensive view for fast decision making.

- Individual Web-based portal that unifies all the Contact Center systems
- Real-time monitoring of Contact Center activity including business data
- Dynamic and flexible agent application including smart scripts
- Campaign and calling list management
- Advanced notification engine, enables users to define custom rules based on their business needs
- Web-based user interface, allowing access from anywhere

### Relentless customer focus - ONYX CRM

A part of the Consona CRM platform, ONYX CRM (partly includes three main portals which provide a rich and user-friendly interface to manage all interactions with customers.

ONYX Employee Portal provides the main working environment for all the organization's service, marketing, sales and technical support processes. Together with the Customer and Partner portal, it allows ONYX to provide a full self-service solution for its customers and business partners.

