



Call Centre Module  
fully integrated with  
your ICG POS

## Call Centre Module

Optimize the phone-in process for your catering, takeout and delivery business with ICG's Call Center Application. Developed in collaboration with leading restaurants processing call center orders, our application is specifically designed to help serve phone-in customers with speed, accuracy and control.

Our Call Center Application is built upon our enterprise class platform featuring real-time POS integration, self-sufficiency in configuring to your restaurant operations, and a central database for a single view of customers across ordering channels.

## Key Features

- Telephonic ordering with intuitive interface.
- Caller ID and sophisticated customer search.
- Customer profile information always one click away.
- Complete visibility of customer's order history.
- Recall and modify previous orders.
- Repeat favorites.
- Send orders directly to the Bar / Kitchen Printers of the appropriate outlet.
- Track production times, assignation to drivers, delivery times to customers.
- Set benchmarks for each task highlighting each activity in different colors.
- Branch-wise live analysis from order-taking, production to delivery.
- Branch level live analysis for operations manager to gauge performance of current orders.
- Web orders directly accessible in call center
- Live SMS feed to customers notifying them of driver assigned for the order along with his phone#.
- Send emails to customers with order details.

## Special Features

- Flexible hosted or licensed software options.
- Automated market mapping of delivery zones.
- Status of Orders at location level
- Pricing and taxes dynamically pulled from POS.
- Easily configurable business rules across your enterprise.

*"Automate your delivery system, set up your own call centre."*

## Contact Us:

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