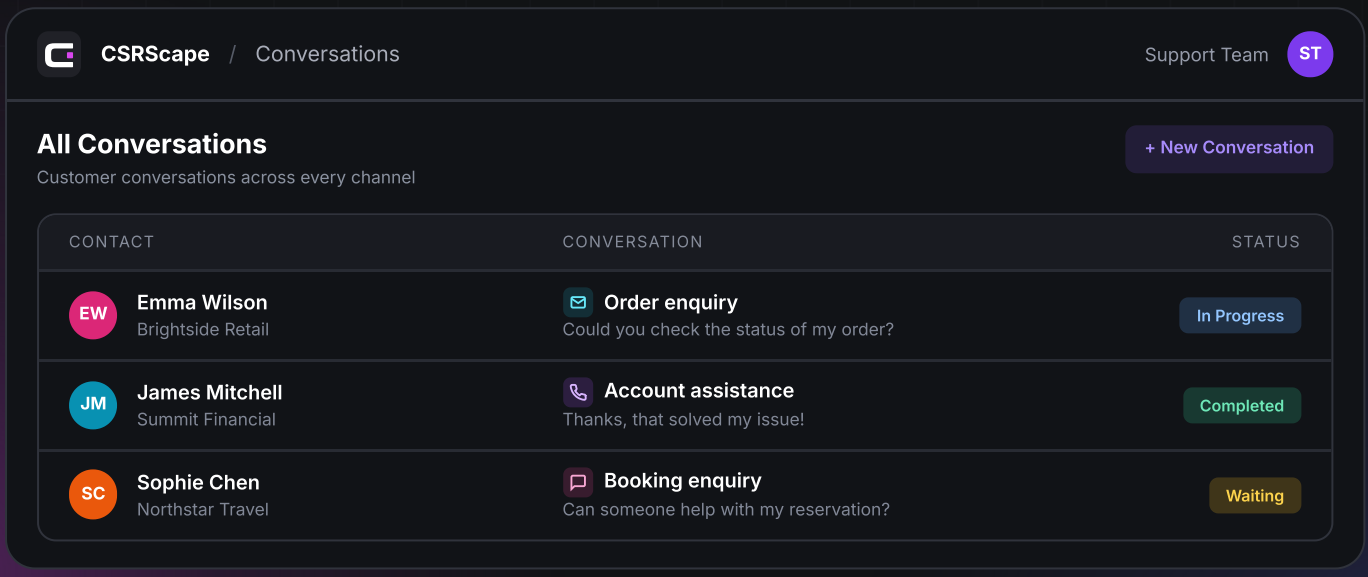
csrscape.

Complete Contact Center Platform with AI

CONTACT CENTER PLATFORM

Every conversation, connected.

Bring your customers, team, and communication channels together. CSRScape combines customer conversations, built-in voice, team operations, and performance management in one complete contact center platform — with AI built right in.



ONE CONNECTED PLATFORM

More than a shared inbox.

Omnichannel Conversations

Voice, email, SMS and live chat kept connected, so agents have the context to respond consistently on any channel.

Integrated Voice

Inbound and outbound calling with IVR, routing, recording and Voice AI — alongside the rest of your operation.

Customer Management

Profiles, conversation history and account information together, so your team spends less time searching.

Quality & Coaching

Review interactions, recognise great work and give agents useful feedback with scorecards and coaching.

Campaign Management

Coordinate proactive, multi-step outreach across voice, SMS and email from the same platform.

Performance & Analytics

Over 100 contact center metrics calculated automatically, with dashboards, scorecards and stack ranking.

PROVEN IN THE REAL WORLD

Built from experience. Proven at scale.

Supporting contact center operations for a major US self-storage operator with multiple brands.

8.5M

Calls handled

Voice interactions since July 2022

4.9M

Conversations

Managed on the platform since July 2022

THE CLOUD CONTACT CENTER

Your whole contact center. All in the cloud.

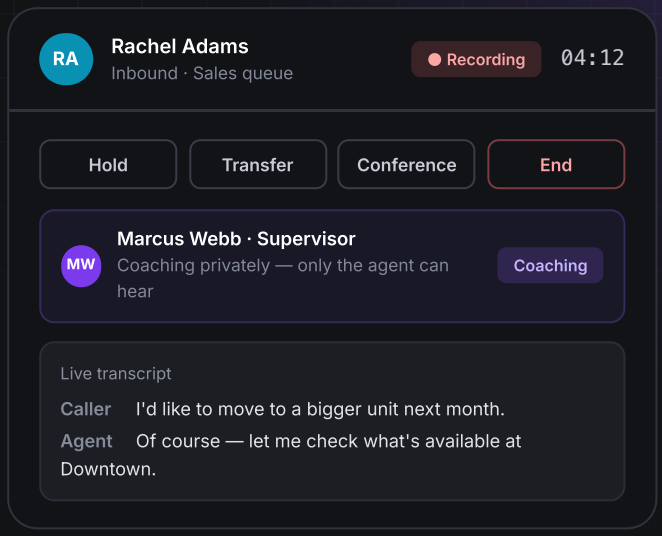
CSRScape replaces the phone system, the inbox, the scheduling spreadsheets and the reporting tools with one cloud platform. Nothing to install — agents sign in from the browser, in the office or at home.

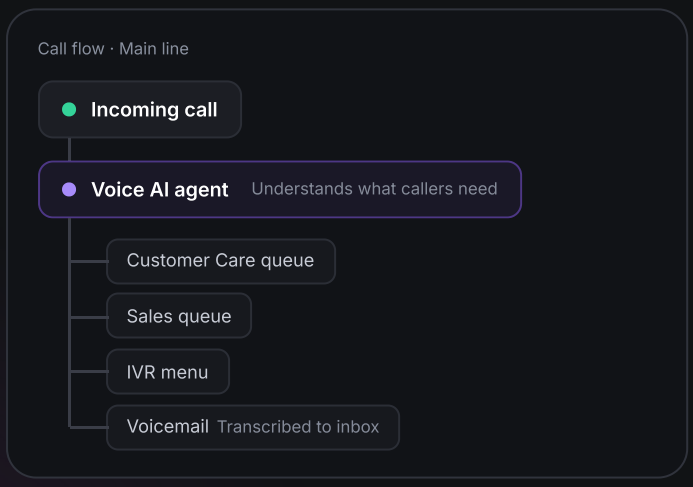
THE CALL CENTER

A complete phone system, built in.

Agents take and make calls in the browser — no desk phones or extra software. Hold, transfer to a colleague, a queue or an outside number, and bring others into the call.

Supervisors can listen in, coach the agent privately or join the call. Calls can be recorded with consent messages and transcribed, so every conversation is there to review.





VOICE APPS & IVR

Design how every call is answered.

Lead with a Voice AI agent that understands what callers need, or start with a traditional IVR menu for callers who prefer to press a key — with Voice AI as one of the options.

Voicemail is transcribed into the inbox as a conversation, and AI can follow up by text. Out-of-hours and long-wait handling makes sure no caller is left wondering.

OMNICHANNEL

Every channel. One inbox.

Calls, texts, emails and chats arrive in the same place, with the customer's account and history alongside. Agents don't jump between tools, and customers don't repeat themselves.

- **Voice** — Calls, IVR & Voice AI
- **SMS** — Two-way texting
- **Email** — Shared mailboxes
- **Web Chat** — Website widget

QUEUES & ROUTING

Every contact reaches the right place.

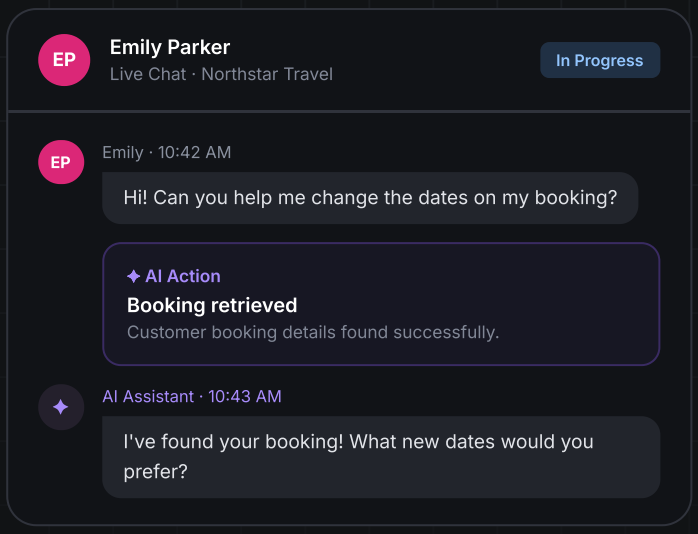
1. **Customer reaches out** — By phone, SMS, email or web chat — whichever they prefer.
2. **Answered & routed** — Voice AI and IVR direct callers; every number, mailbox and widget feeds the right queue.
3. **Queued by priority** — Contacts wait in priority order for the agents assigned to each queue.
4. **Resolved & measured** — An agent or AI resolves it, and every step is recorded for reporting.

AI AGENTS & VOICE AI

AI and your team. Working together.

Fast, helpful answers day and night, while your team focuses on the conversations that need a human touch. AI agents draw on your knowledge base and connected systems to complete real requests across voice, SMS and web chat.

Not a chatbot bolted on. When a person is needed, AI hands off with full context.



- **Answers from your knowledge** — Policies, services and FAQs from your knowledge base.
- **Account lookup** — Recognise customers by phone number and find their account.
- **SMS verification** — Confirm identity with a one-time code before sensitive actions.
- **Send by text** — Text links, documents and details during the call.
- **Transfer & handoff** — To a queue, a store or voicemail, with context.
- **Industry actions** — Purpose-built actions for industries like self storage.
- **Full transcripts** — Every AI call saved to the conversation.
- **Safe failover** — If something unexpected happens, calls go to your team.



QUALITY & COACHING

Better service starts with better insight.

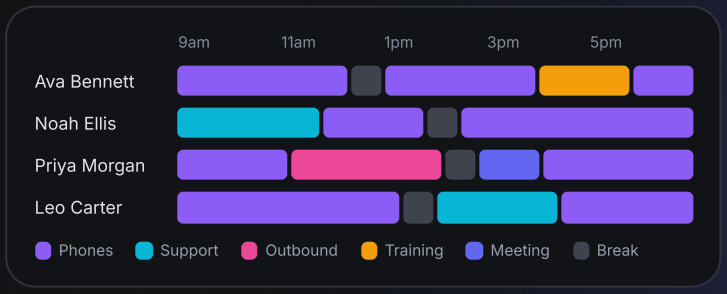
Review real calls and conversations against your own quality forms, and turn what you find into coaching sessions your team confirms they've received.

Because recordings, transcripts and customer feedback are already in the platform, reviews stay grounded in real customer experiences — and the results flow into your scorecards.

WORKFORCE MANAGEMENT

The right people. At the right time.

Forecast demand, build rosters around it, and see in real time whether the day is going to plan — in the same platform your team works in.



Forecasting & staffing
Expected contacts for every interval from your own history, and the agents you need to hit your service level.

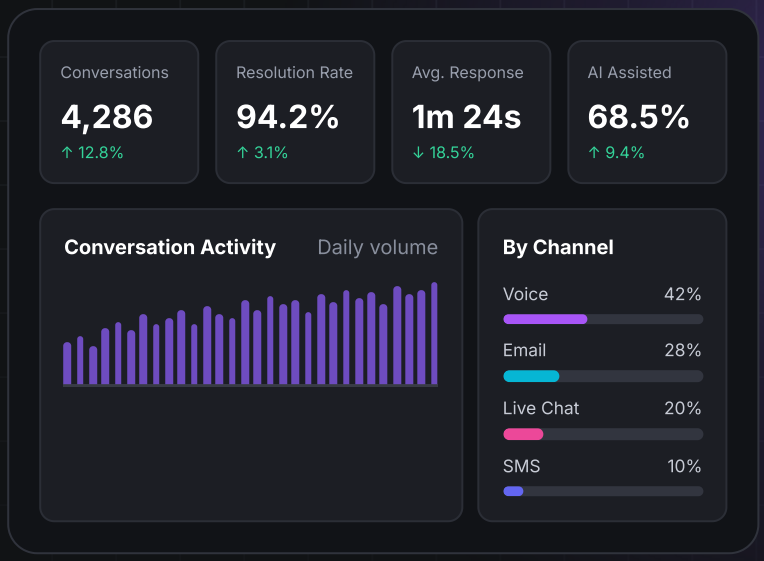
Rosters & shifts
Weekly rosters built from activities — phones, support, outbound, training, meetings and breaks.

Real-time visibility
Live monitors of availability, queues and adherence, so you can move agents as demand shifts.

PERFORMANCE & ANALYTICS

See the whole picture. Improve every day.

Over 100 contact center metrics calculated automatically, scorecards against your targets, dashboards for every part of the operation, and AI insights into why customers get in touch.



Metrics & scorecards

Grade of service, handling time, abandonment, transfers, CSAT and adherence — calculated for you. Set targets per queue and stack rank your team.

Dashboards

Ready-made views for voice, transfers, AI performance, campaigns, sales and collections — or build your own from any metric.

AI insights & feedback

AI sorts conversations into the reasons customers contact you. Send CSAT surveys by SMS and compare ratings for your team and AI.

THE ESSENTIALS

Everything a contact center runs on.

Customer records

Contacts, accounts, leads and history beside every conversation, synced from supported systems.

Multi-brand

Run several brands from one account, each with its own numbers, mailboxes, chat widget, templates and AI.

Your own carrier

Use our numbers, or connect your own SIP trunk or Twilio account.

Outbound campaigns

Multi-step campaigns across voice, SMS and email, with scheduling and voicemail drop.

Knowledge base

One source of answers for your team, your website and your AI agents.

Real-time monitoring

Live views of queues, channels, calls and agent status as the day unfolds.

Roles & permissions

Control what each person can see and do, with audit and login history.

Workflow rules

Automatically assign, tag or close conversations based on what customers send.

CSRSCAPE FOR SELF STORAGE

An extension, not a replacement.

Stores, accounts, units and unit attributes synchronise from Self Storage Manager and SiteLink. Your team and AI agents create leads and reservations, update tenant details and add notes — written straight back through the API.

SiteLink SOFTWARE BY STORABLE

Also integrates with Slack

Your whole contact center. Ready when you are.

Set up in the cloud and ready for your agents. All they need is a computer and a headset.

→ Start a free trial

Sign up and explore the platform.

app.csrscape.com/signup

Book a demo or ask us

Send a message to our team.

csrscape.com/contact

Chat with us live

Use the chat on our website.

csrscape.com

SCAN TO CONTACT