

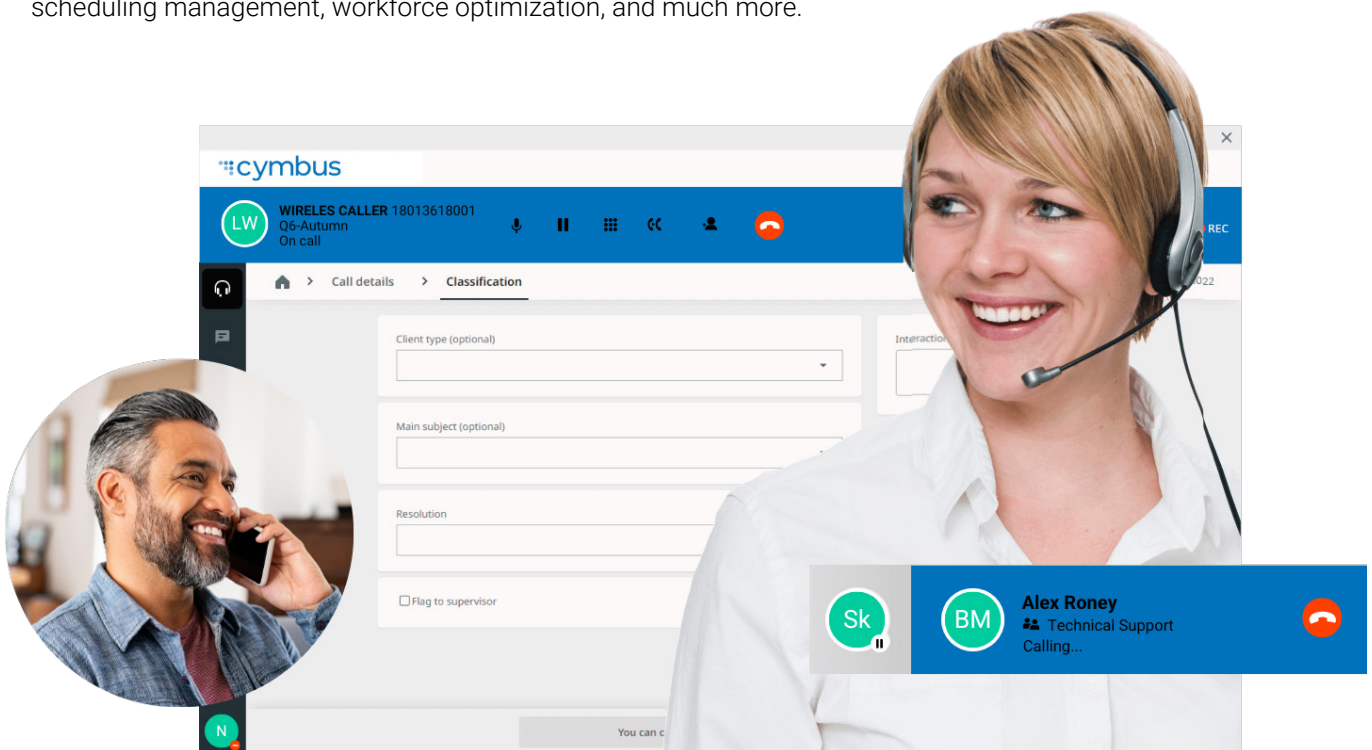


Cloud Contact Center

Success Begins with Delighting Customers

Businesses of all sizes can finally realize the advantage of an enterprise-grade cloud contact center solution that's designed to transform customer interactions and drive exceptional business outcomes. Strengthen your staff with a secure, user-friendly, full-featured solution to ensure the very best customer experience with every engagement. **Treat your customers well and boost your bottom line.**

For sophisticated customer experience needs, our Contact Center solution delivers exceptional performance – bolstered by built-in omni-channel (SMS, chat, email), custom integrations, inbound/outbound capability, scheduling management, workforce optimization, and much more.



KEY CONTACT CENTER BENEFITS & FEATURES

3 ROBUST TIERS

PRODUCTIVITY TOOLS

Set your business apart and build loyalty by making customer experience a competitive advantage.

Presence Sync

Ensure real-time visibility and availability of agents, enabling efficient coordination, collaboration, and seamless customer interactions.

Call Monitoring and Assistance

Managers can help improve agent performance and customer satisfaction with advanced call monitoring and the ability to silently monitor agents with barge-in and whisper tools. Coach frontline users as they actively interact with customers over voice, chats, and text.

INSPIRING INTERACTIONS

Call flow customizability guarantees callers are connected with the appropriate agents at the right time.

Skills-Based Routing

Team, department, or agent-level assignment for a pool of agents who are best equipped to solve the customer's issue. Boost first-call resolution, lower call handling time, and watch customer satisfaction skyrocket. With the ability to swiftly modify messages and menu options, we your business to adapt seamlessly.

Callbacks

Queued callers can request a callback from the next available agent after a certain amount of time has passed. The system will wait to ensure the agent is ready before dialing – meaning better-prepared agents and interactions.

Preferred Agent Routing

Designate a certain agent to serve as the "point" for difficult issues, ensuring that all incoming calls and online chats are directed to that representative.

Dashboards and Live Monitoring

Keep track of platform metrics in real-time, including wait times, service levels, and much more. With Live Monitoring, supervisors can listen in on individual conversations and even intervene if necessary.

CLIENT-CENTRIC CHANNELS

Roll voice, chat, social media, webchat, and email queues into a single, streamlined omni-channel experience.

Queues & Contact Center Agent

The term "queue" no longer refers solely to phone calls. Agents can interact with callers via their preferred modes of communication with turnkey options for voice and SMS using any phone or browser. Email, social media, voicemail, and webchat queueing included within Gold and Platinum packages.

OUTSTANDING ENGAGEMENT

Craft campaigns ranging from simple reminders to multi-touch marketing – while enhancing engagement.

Dynamic Notifications

Transform your business into a booming outreach operation. Greatly increase your outreach while also honouring consumer choices, whether it's basic appointment reminders or for complex multi-channel marketing campaigns.

INCREASED INTERACTIVITY

Build custom IVRs that perform any number of tasks, from standard to complex call flows and integrations.

IVR Control & Creativity

Creating unique IVRs and deploying sophisticated features like variables and conditional logic is a breeze. Using a simple drag-and-drop graphical user interface, Contact Centre places incredible power in your hands.

IN-DEPTH INSIGHTS

Real-time insights get agents into context quickly, helping to deliver more informed responses that shorten times to resolution. Plus, deep historical reporting helps improve future interactions.

Dashboards & Wallboards

Access the key metrics that important to your team at any time, from any location, and share them with anybody in your team needs them.

Custom Reports

Choose from hundreds of pre-built reports on call distribution, service level adherence, unanswered calls, post-call surveys, and so much more. Our Product specialists can also develop custom reports to best meet your unique needs.

Transcription & Sentiment Analysis

Gain critical intelligence from every conversation with call recording, voicemail transcription and sentiment analysis, and optional integrations to back-office applications. Analyze interactions and perform advanced functions such as attaching sentiment tags to conversations leaders can quickly identify the impact of each call.

**WANT TO LEARN MORE?
CALL TODAY AND SCHEDULE A
FREE BUSINESS NEEDS ANALYSIS.**

<Your Sales Team Contact Information Here>

