

HOSTED CONTACT CENTER

# Customer Loyalty Starts With The First Call



Your customers expect quick connections to the solutions they need. But managing and maintaining your call center platform can be complicated – and costly.

Our Hosted Contact Center puts the full power of a world class call center right at your fingertips. Our cloud-based solution delivers a wide range of valuable routing and reporting tools so you can boost agent productivity, customer loyalty, and your bottom line.

Choose from two plans with customizable capabilities to help meet the specific needs of your business.



#### **Improve Customer Experience**

Increase first call resolution with intelligent call distribution and flexible work-flow agent tools.



#### **Custom Reporting**

Gain insights and view caller account info to optimize efficiencies and performance.



#### **Increase Revenue**

Employ skill based routing to quickly match callers with your best agents to maximize sales.

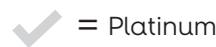
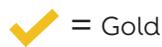


#### **Cut Costs**

Skip the extra hardware, software, and IT staff with our cloud-based tools.

## Technical Features

Choose from Gold and Platinum Hosted Contact Center plans.



### Manage Your Business

24/7 monitoring



Automatic software updates  
*with no costly upgrades*



Geographical survivability  
*for maximum disaster preparedness*



On-demand scalability



CRM integration  
*for seamless support and sales*



Vacation and shift automation  
*for simple shift trading*



### Access Robust Reporting

Custom multilevel dispositions  
*for detailed call data*



Real-time stat display and wallboard, and graphical dashboard  
*for monitoring queues and performance*



Track & improve efficiencies  
*with detailed statistics*



Scheduled optimization  
*for balancing schedules, skills, and service levels*



Real-time adherence view  
*for quick response to deviations*



Report scheduling and customization  
*for vital metrics, performance, and KPI data*



### Improve Customer Service

Inbound voice queues  
*designed to fit your business needs*



Multi-skill routing  
*to directs calls to agents with matching skill sets*



Call recording with agent notes  
*for standards adherence*



Live monitor, whisper, and barge-in features



Custom agent status settings  
*with no costly upgrades*



Automated threshold SMS and email alerts for service levels



Automated callback and click-to-call functions



Interactive Voice Response  
*for self-service*



Agent coaching and evaluation tools



Email, chat, and social media queues



Outbound Dialer



Forecasting and scheduling

