

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.

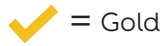


Cut Costs

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

Technical Features

Choose from Gold and Platinum Hosted Contact Center plans.



= Gold



= Platinum

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

