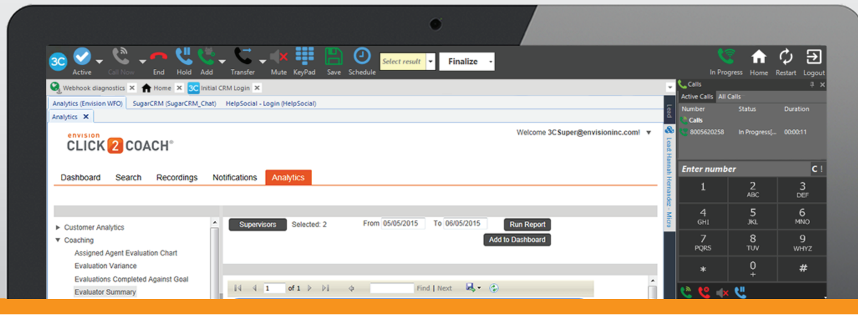
Cloud Contact Center Solutions

3CLogic and Envision Integration

With the 3CLogic-Envision integration, combine the power of your communications platform and WFO solution to easily record all interactions, understand trends occurring within your contact center, and coach agents to enhance your business's overall performance. Your contact center—at its optimal performance.



Fast and Easy Deployment

The 3CLogic and Envision integration is deployed in the cloud, removing the need to invest in expensive on-premise infrastructure (no hardware, SQL servers, CTI links, or 3rd party costs) while allowing users to benefit from fast and easy deployment, unparalleled reliability and scalability, and a pay-per-use business model. *(Figure 1)*

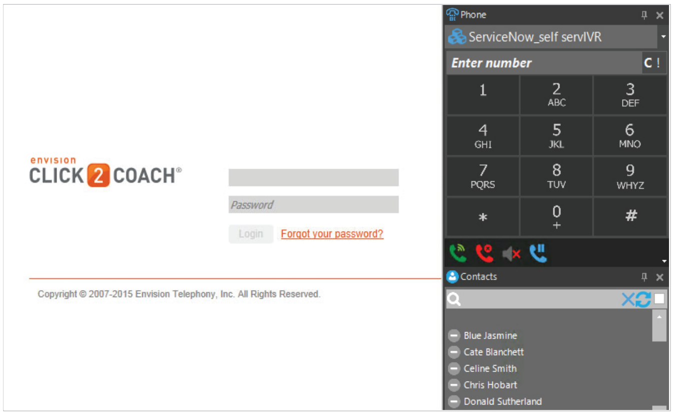


Figure 1 - Fast and Easy Deployment

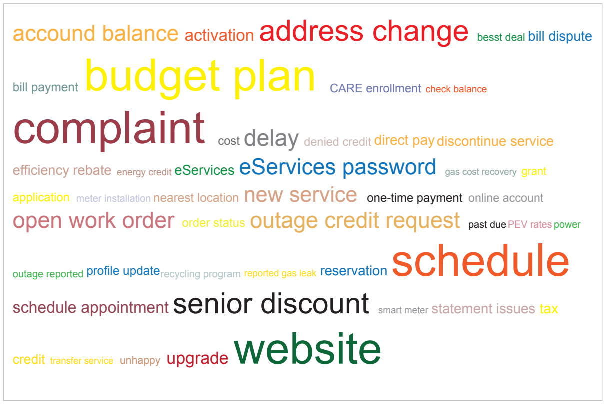


Figure 2 - Analyze Data with Ease

Analyze Data with Ease

Using advanced speech analytics technology tracking key words mentioned in the contact center, quickly identify trends, understand the root cause of why customers are calling, gain a better understanding of customers' experiences, and gauge agents' effectiveness so any reoccurring issues can be quickly handled. *(Figure 2)*

Record and Quickly Access Interactions

With the ability to record all interactions (voice, screen cast, email, web chat) directly on agent desktops rather than on a centralized server, access information about your customer interactions and agent activities immediately, without delay, so any trends or problems can be quickly understood and addressed. *(Figure 3)*

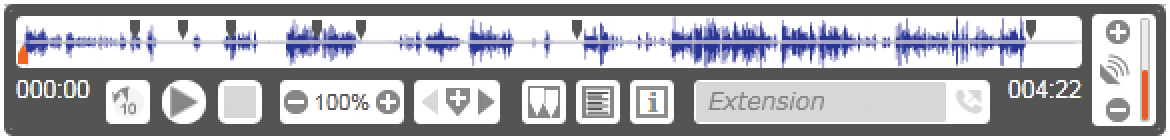


Figure 3 - Record and Quickly Access Interactions

Agent Coaching Made Simple

Give supervisors the ability to virtually monitor interactions, whisper suggestions, and barge into an interaction in the event an agent needs assistance. And once a call is complete, supervisors can easily access recordings to identify learning opportunities, attach notes and suggestions, and send back to the agent for review. *(Figure 4)*

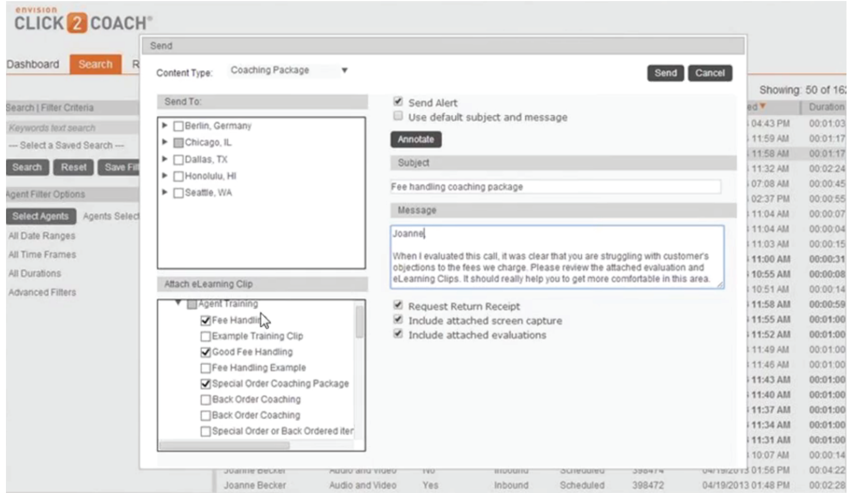


Figure 4 - Agent Coaching Made Simple

Understand and Share Insights

To better understand your contact center's activities and agents' overall performance, quickly create reports, graphs, and KPIs with a simple click, drag, and drop highlighting information relevant to your business. Reports can be easily exported and automatically sent to supervisors or upper management, keeping everyone in the know and ahead of client needs. *(Figure 5)*

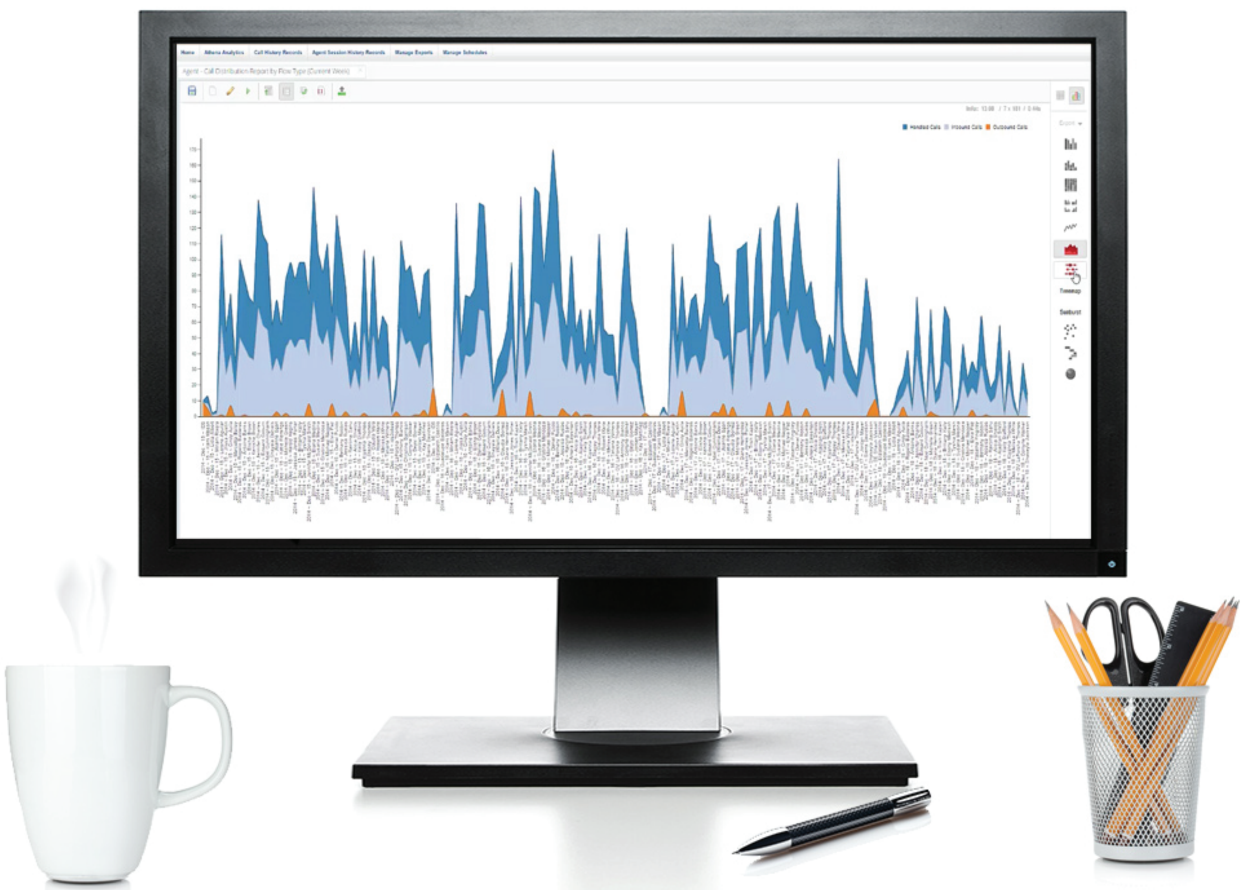


Figure 5 - Understand and Share Insights