

Contact Center

Improve Productivity and Customer Experiences

Whether on premise or in the cloud, a contact center enables businesses and organizations to deliver a connected digital experience. You can provide contextual, continuous, and high capability journeys for your customers. Fault tolerance helps ensure uninterrupted operation, and comprehensive reporting provides business intelligence to optimize your contact center.

On Premise Contact Center



On premise contact centers deliver a highly secure, available, virtual, and sophisticated customer interaction management solution for up to 400 agents.

- *Sophisticated call routing*
- *Comprehensive contact management capabilities*
- *E-mail, Web Chat, and social media integration*
- *Automatic call distributor features, including call-in-queue, and expected-wait-time messages*
- *Workforce optimization*
- *Next-generation historical and real-time reports and dashboards*

Cloud Based Contact Center



Cloud-based contact centers make it easy for any business to deliver better customer service at lower cost. Making it easy for non-technical users to design contact flows, manage agents, and track performance metrics.

- *Simple set up and management*
- *Easily scale your cloud based contact center up or down, in response to business cycles*
- *Pay for usage by the minute with no long-term commitments or upfront charges*
- *Highly available, fault tolerant and scalable*
- *Open platforms easily integrate with other systems*

Benefits

- Improved customer satisfaction and loyalty
- Comprehensive contact management
- Improved workforce productivity
- Significant cost optimization with an easy-to-deploy, easy-to-use, all-in-one solution
- Delivery of each contact to the most appropriate resource anywhere in the enterprise
- Comprehensive customer profiles
- Segmentation of customers, and monitoring of resource availability
- Routing to the most appropriate resource to meet customer needs and conditions
- Presence integration to increase caller satisfaction through improved agent performance

Simply Different

Telephony deployment options should provide choice: on premise, hybrid, or cloud. Comprehensive, flexible, and engaging, is how we view collaboration. It's what we deliver to our customers and it's what you should expect from your next solution. We believe a properly leveraged solution will unlock productivity and improve the quality of each interaction.

