Harness the power of customer experience in the cloud

Cloud Contact Center

FULL-FEATURED, END-TO-END
CONTACT CENTER-AS-A-SERVICE SOLUTION

Our Cloud Contact Center leverages the software-as-a-service (SaaS) model to deliver a customizable and easy-to-use call center solution. Access all the advanced communication tools at your fingertips to help you in enhancing your customer experience, delivering outstanding support, increasing revenues and building better customer relationships.

CLOUD CONTACT CENTER BENEFITS

SHORTEN TIME TO TURN UP

Adopting our Cloud Contact Center is painless and fast. Your state-of-the-art contact center solution can be up and running in only a few weeks. Plus, our ability to rapidly add new services and features gives you a cutting-edge contact center without any delayed timelines or costly resources.

INCREASE REVENUE & PROFITABILITY

With Intelligent Skill-based Routing, you'll be able to provide a profitable customer experience every time. Quickly connect callers to agents with best skills to help them, allowing you to maximize every revenue opportunity.

IMPROVE CUSTOMER SATISFACTION

With hundreds of reports at your disposal and the ability to create custom reports, you'll get a 360-degree view of your customer interactions and quickly determine why your customers are contacting you. This valuable information enables you to predict customer behavior and plan accordingly, resulting in increasing customer satisfaction and loyalty.

BOOST AGENT PRODUCTIVITY

Increase your agents' ability to provide first-call resolution by ensuring that every agent is following best practices for resolving any customer issue using our flexible workflow agent scripting

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INDUSTRY INSIGHT

Today's contact centers are under pressure to contribute significantly to top-line revenue and bottom-line profit. Loudhouse researchers found 69 percent of strategic decision-makers within the U.S. believe the contact center is a "business-critical revenue generator" and that contact centers can deliver increased revenue per transaction and better returns on marketing investment through improved conversion rates, upselling and cross-selling.

LEVERAGE POWERFUL FEATURES & FUNCTIONALITY

DATA CENTER FEATURE HIGHLIGHTS

- 24/7 network monitoring
- Geographical survivability
- Automatic software updates
- On-demand Scalability
- Certified PCI DSS 3.0 SSAE 16

CALL CENTER QUEUE SUMMARY

- Inbound voice queues
- Outbound & blended voice queues
- Automated call-back and click-to-call
- Email, chat, SMS, social media queues
- Automated threshold SMS/ email alerts

CALL CENTER GROUP FEATURE SUMMARY

- Multi-skill routing
- CRM Integration (CTI)
- Agent call-flow scripting
- IVR integration for self service

QUALITY MANAGEMENT SUMMARY

- Call recording (with agent notes)
- Screen recording with playback
- Live monitor, whisper, barge-in
- Agent and web chat logs
- Agent coaching and evaluation

WORKFORCE MANAGEMENT SUMMARY

- Forecasting and scheduling
- Schedule optimization
- Vacation automation and shift-trade portal
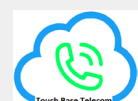- Real-time adherence view and reporting

REPORTING & ANALYTICS SUMMARY

- Real-time stat display and bulletin board
- Real-time graphical dashboard
- Custom agent activities
- Custom multi-level dispositions
- Detailed call and agent statistics
- Scheduled reports
- Customized contact center reports

TRUST THE CLOUD ADVANTAGE

Our Cloud Contact Center Solution is designed to improve contact center operations by reducing IT reliance, streamlining workflow processes, simplifying training, and affecting better decisions through robust analytics. When you trust our cloud solution your business can benefit from everything here and so much more.

COST EFFICIENCIES

COST SAVINGS

In contrast to comparable hardware solutions, our Cloud Contact Center solution could **save you up to 45% of your contact center operating budget** over the first three years.

NO UPFRONT INVESTMENT

Our no-contract monthly fee structure, and zero need for dated equipment makes on-boarding our solution a low-risk, high-gain opportunity.

ON-DEMAND SCALABILITY

Easily increase or decrease agent seats depending on your business needs. A no-contract fee structure means you only pay for what you use.

AUTOMATIC SOFTWARE UPDATE

Our software is set to update automatically at no cost to you. That means you regularly get the latest features and functionality without breaking the bank on upgrades.

EASY DEPLOYMENT

Unlike traditional on-premises systems, our Cloud Contact Center can be up and running within days, not months. And with no need for bulky on-site equipment, your transition to the cloud is seamless.

UNSURPASSED RELIABILITY

PROVIDER INTEGRATION

Our Cloud Contact Center solution is integrated directly within our service provider's network, providing you with increased reliability and quicker resolve times.

GEOGRAPHICAL SURVIVABILITY

Geographically dispersed throughout North America, our data centers provide **maximum disaster preparedness**. Operating 24/7, our data centers provide support to any connectivity and application needs.
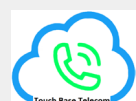
24/7 NETWORK MONITORING:

Our dedicated team ensures industry-leading standards for security, availability and reliability. Our network monitoring is operational 24 hours a day, 7 days a week and 365 days a year to ensure 100% availability.

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OPERATION EFFICIENCIES

INBOUND VOICE QUEUES

Guide your customers to the right agent every time. With inbound voice queues, you can set up multiple call queues simultaneously to meet your business needs.

MULTI-SKILL ROUTING

Multi-skill routing navigates through the callers in queue and efficiently directs them to the agent with the right skill set to help them. The system makes sure that all calls are always routed to the best available agents with highest proficiency.

WHISPER & BARGE-IN

Improve customer experience with whisper and barge-in features. With whisper and barge-in features, you can assist your agents and improve customer service quality.

AGENT & WEB CHAT

Our chat feature will allow your agents and supervisors to communicate with each other without putting callers on hold, resulting in a faster and more efficient call resolution. Plus, supervisors can broadcast important updates to multiple agents simultaneously.

MONITOR, MEASURE, IMPROVE

CALL RECORDING (WITH AGENT NOTES)

Your agents and managers can review any call anytime to ensure that they are following your company's quality standards.

LIVE MONITOR

Monitor live agents and customer interactions from anywhere. Live Monitor lets you see the real-time status of your call center agents, queues, IVRs and more.

ROBUST REPORTING

We give you access to hundreds of reports and the ability to create your own custom reports. This means you can learn from past customer interactions, predict future customer behavior and create stronger action plans to keep you moving towards your goals.