



A Contact Center **Solution** that works for you.

Improve the customer experience and enhance loyalty.



ANALYTICS



SCHEDULED
REPORTS



SMS CAPABILITY

The most crucial aspect of using a cloud-based contact center is its ability to enhance customer satisfaction. This is achieved through a feature-rich, easy-to-use solution that adds value and delivers a seamless customer experience.

Cloud-based contact centers are a modern alternative to traditional on-premise centers. Most contact centers today use outdated technology that can't keep up with the changing communication demands of businesses and customers. A cloud-based solution uses the latest communication technology to offer a feature-rich and easy-to-use platform.

One of the most significant benefits of using a cloud-based contact center is the data-rich dashboard that allows you to monitor essential metrics like call times, satisfaction ratings, and average wait times. You can gauge department performance with historical reports and constantly use the data to improve your offerings.

Contact Center

Remove Limitations

A hosted phone contact center solution allows you to hire agents from all over the country, even worldwide. This drastically widens your prospective employee pool, enabling you to select the best people for the job, not just those within commuting distance, with hotdesking support. This feature allows multiple office workers on different shifts to share a single physical phone.

Complete Control & Access

The quick-access web portal allows you to make changes on the fly at any time. Modify your messaging and prompts, and hold music to deliver better results. The portal also provides detailed calling reports and a supervisor dashboard.

Supervisor Flexibility

Gain better control of your contact center's work by viewing detailed reports or listening to active conversations. Supervisors can also whisper to any registered operators or barge on the call. This feature proves especially useful for training new agents or assisting them when needed.

Expand your Customer Service Capabilities:

- Simple cloud-based deployment
- Lower total cost of ownership
- Flexibility and scalability to meet your needs now and in the future
- Latest customer service innovations without expensive and time-consuming maintenance costs
- State-of-the-art capabilities with zero up-front capital investment

Contact Center Display & Wallboard

A fully customizable feature with the ability to share boards publicly. View your metrics and SLAs at a glance with an easy-to-read graphical wallboard included at no extra cost. Use a pre-defined layout or configure your own with our easy-to-use drag-and-drop editor.

SMS and your Contact Center

As technology changes, so does customer engagement; reaching customers through multiple channels is essential in a world focused on technology, convenience, and productivity. Our system has complete SMS integration for call queues, allowing agents to interact with customers through our phone portal chat to the SMS feature. Using fully configurable keywords and response messages, you can easily interact with your clients whether your business has 3 or 300 employees.

