CONTACT CENTER

rev — business —

Hit your next level of growth by giving your customers the experience they deserve. With Contact Center, more responsive, informed, and positive customer experiences are possible in days, not months.

More Productivity & Simplicity
Our integrated Unified Communications and Contact Center makes it easier to collaborate and manage customer calls in one app.

Greater Customer Convenience
Let customers call, text, chat, and email, or give them self-service options.

Personilization & Insights
Integrate your CRM for better interactions and use analytics and reporting to improve services.

Revenue & Engagment
Send timely notifications automatically via SMS, voice, and email.

Contact Center improves customer interactions for businesses of all sizes and helps you differentiate from the competition where it matters most – the customer experience.

CONTACT CENTER ENABLES YOU TO:

- Access both employee collaboration and advanced call handling within our UC platform
- Support multiple locations and remote employees
- Centralize management from one portal, accessible anywhere, any time
- Keep an eye on service levels, and analyze team performance by queue, team, or employee with real-time dashboards and historical reports
- Easily manage customizable frontline user skillsets and statuses

- Centralize the handling of calls, web chat, email, and SMS in a single application
- Enhance audience engagement with outbound dialing and advanced outreach campaign capabilities
- Send out post-call surveys to measure satisfaction
- Quickly and easily integrate with CRM and WFM systems
- And much more...

CONTACT CENTER CUSTOMER BENEFITS

Better Productivity

Give your employees the tools they need - whether they need to collaborate together, talk to a customer, or a little of both.

Our UC platform + Contact Center
Use one application to manage employee collaboration and customer voice interactions.

Agent Login
Choose to take customer calls within our Our UC platform. Log out when done and resume other collaborative work with other employees.

Advanced Call Management
Take queued customer calls and then call, chat, and meet with coworkers to quickly resolve requests.

Presence Sync
Avoid getting other calls when working with customers. Let others see when employees are talking to customers.

Inspiring Interactions

Total customizability in call flow ensures callers reach the right agents at the right time, while exceptional QA features deliver greater results.

Skillsets
Skills-based routing means the employee most suitable to take the inquiry is reached.

Callbacks
After a period of time, queued callers can request a callback and the next available employee will get their request. The system will wait to ensure the agent is ready before dialing – meaning better-prepared employees and interactions.

Preferred Agent Routing
You can assign a certain employee to act as "point" on complex cases; with Preferred Agent Routing, calls and chats will be routed to an employee of your choosing.

IVR Control & Creativity
You can easily create custom IVRs and deploy advanced functions like variables, conditional logic, and much more. Contact Center puts amazing power at your fingertips via an intuitive drag-and-drop visual interface. Plus, custom API integration delivers even greater functionality.

Customer-Centric Channels

Contact Center rolls up voice, chat, WhatsApp, and e-mail queues into a single, streamlined omni-channel experience.

Queues & Contact Center Agent
With Contact Center, you can forget the idea of a "queue" being only for voice calls. Powered by Contact Center's web or desktop app, voice, chat, WhatsApp, and e-mail interactions are all seamlessly integrated.

CONTACT CENTER CUSTOMER BENEFITS

In-depth Insights

Real-time insights get agents into context quickly, helping to deliver more informed responses that shorten times to resolution. Plus, deep historical reporting helps improve future interactions.

Dashboards and Live Monitoring

Our Dashboards help you monitor the platform in real-time, including wait times, service levels, and much more. Live Monitoring lets you tune into specific interactions - and even take control as needed.

Dashboards and Wallboards

View the top-level metrics that matter most to your team, any time, from anywhere - and share that data across anyone on your team who needs it.

Custom Reports

You can choose from hundreds of pre-built reports on call distribution, service level adherence, unanswered calls, post-call surveys, and so much more. Our Product specialists can also develop custom reports to best meet your unique needs.

Outstanding Engagement

Capture your customer's attention with notifications for reminders, promotions, and more.

Dynamic Notifications

Turn your contact center into an outreach powerhouse. From simple appointment reminders to multi-channel marketing campaigns, Dynamic Notifications dramatically extends a company's reach while still respecting customer preferences.

TWO WAYS TO GET CONTACT CENTER

We make it easy to address your customer experience needs, no matter the size of your business or your requirements. We offer 2 plans to choose from, with the ability to add our other cloud business applications to create a holistic suite of powerful tools to support your business.

Factors	Contact Center **PRO**	Contact Center **ELITE**
CC License Type	**Concurrent Seats[1]**	**Concurrent Seats[1]**
UC Bundling	**Sold with our UC platform or Standalone**	**Sold with our UC platform or Standalone**
Access to employee collaboration for customer assistance within our our UC platform	●	●
Admin Portal	●	●
Supervisor App	●	●
Real-Time Agent Status	●	●
Inbound Voice Channel Queues	●	●
Automatic Call Distribution (ACD)	●	●
Position in Queue & Estimated Wait Time Messages	●	●
Supervisor functions (Monitor, Whisper, Barge-in)	●	●
Real-Time, Historical & Graphical Reports	●	●
Real-Time Dashboards	●	●
Analytics Dashboards - Queues	●	●
Analytics Dashboards - Agent	●	●
Archiving Archive all communications (voice, SMS, chat, email, screen recordings) to safeguard your organization, enabling easy monitoring and retrieval.	Add-on (+$) (beyond 30 days included free)	Add-on (+$) (beyond 30 days included free)
Call Recording	●	●
Pre-Built Integrations (Dynamics,Salesforce, Zendesk, Slack)	●	●
Agent Desktop & Web Application	●	●
Scheduled & Custom Reports	●	●
Customizable IVR	●	●
Skill-Based Routing	●	●
Geo-Routing	●	●
Advanced Rules-based Routing (Last agent, Preferred agent etc.)	●	●
Custom Agent Status	●	●
Real-Time Customizable Threshold Alerts	●	●

1. Number of users signed in. Does not apply to our UC platform user services.

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CC License Type	**Concurrent Seats[1]**	**Concurrent Seats[1]**
UC Bundling	**Sold with our UC platform or Standalone**	**Sold with our UC platform or Standalone**
Queued Callback & Queued Voicemail	●	●
Emergency Queue Bulletins	●	●
Post-Call Surveys	●	●
Text-to-Speech	●	●
Call Scripting	●	●
Outbound Voice & Blended Channel Queues	●	●
Outbound Dialer (Scheduled Power Dialing)	●	●
Elastic Demand Support	●	●
Chat Channel Queues	Add-on (+$)	●
Email Channel Queues	Add-on (+$)	●
WhatsApp Channel Queues	Add-on (+$)	●
Dynamic Notification (Voice, E-mail & SMS)[2,3]	Add-on (+$)	●
Schedule Manager	Add-on (+$)	●
AI Agent Evaluator (Identify topics, sentiments, highlight keywords for coaching, and performance improvements.)	Add-on (+$)	●
AI Assist Standard (post-call transcription, keyword search, sentiment analysis, and summaries.) Includes previous call summary and manual access to AI Knowledge Assistant. Enhances Evaluator with transcript, sentiment, and agent insights (if subscribed).	Add-on (+$)	●
AI Assist Advanced All AI Assist Standard features plus real-time support for agents and supervisors. Adds automated suggestions, AI Recaps with action items, and AI Supervisor Assist with live transcripts, evolving sentiment, and real-time summaries.	Add-on (+$)	Add-on (+$)
Screen Recording	Add-on (+$)	●
Custom CRM Integration	Prof. Services (+$)	Prof. Services (+$)
Custom WFM Integration		Prof. Services (+$)
Custom IVR Integrations & Self-service applications (DB Data Dips, Intelligent Routing, Payment IVRs etc.)		Prof. Services (+$)
Speech Recognition Integration		●

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2. Desired channels add-ons (Email & SMS) - sold separately
3. Requires customer to register with The Campaign Registry (TCR).

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