WE

Empowered agents. Exceptional customer experiences.

CCaaS, powered by Talkdesk

WINDSTREAM ENTERPRISE | :talkdesk®

Cloud represents an estimated **27.5% of global agents** in 2022, penetration is expected to accelerate to nearly **50% of global agents** in 2026.[1]

Contact center versus call center

Customer expectations are higher than ever before. Traditional, voice-only call centers on legacy phone systems are giving way to cloud-based, omnichannel contact centers supporting multiple communication methods like email, SMS, video, chat and social media.

A cloud-based contact center eliminates large upfront investments and offers a pay-as-you-go model that can expand or contract as your needs change. The option of named or concurrent agent licensing models allows you to control cost in a way that best aligns with how you staff your contact center.

Plus, contextual information and next-best action recommendations through real-time data and analytics tools provide insight across the entire customer journey to enhance contact center efficiencies and increase agent productivity.

Do more with less using AI & automation

With support from advanced artificial intelligence (AI), your organization will deliver a faster and frictionless experience, resulting in more meaningful, memorable interactions with your customers.

AI-infused tools automate once time-consuming tasks. Agents, managers and decision makers' lives are made easy with management tools like automated scheduling and a mobile app to facilitate communication and schedule workforce changes.

Take the manual effort out of evaluation by leveraging fully automated, AI-powered interaction scoring through your unique criteria

Support any skill-level in your organization to build complex voice and digital workflows with a low-code/no-code visual design studio

Maximize your existing investments with CRMs and other applications and eliminate the need to create new processes and workflows for your agents

Provide agents with the most essential information at their fingertips via an intuitive, web-based workspace

Use virtual agents and automation to help customers help themselves, so your agents can spend time on more complex interactions

Leverage 31+ local languages and accents via AI and automation, as well as over 7 languages built natively in the Agent Workspace with the ability to add a new language in less than a week

Service more customers, more efficiently with a single, secure, easy-to-use platform.

Windstream Enterprise Contact Center as a Service (CCaaS), powered by Talkdesk

Workforce optimization
Gain AI-driven forecasting and scheduling, as well as intuitive administration designed for the modern workforce.

Visual workflow design
Streamline call and digital workflows using a low/no-code visual designer to support customer self-service or agent-led interactions.

Omnichannel engagement
Personalize interactions while preserving conversation context by engaging with customers via their channel of choice— email, SMS, voice, live chat or social media.

Quality assurance
Track team performance trends and recognize results via a complete combination of voice recordings, agent screen recordings and omnichannel transcripts.

Data insights + analytics
Discover the root causes of issues, make customer and agent journeys more efficient and augment agent coaching, turning every conversation into customer intelligence.

Intuitive, web-based portal
Access intelligent call routing and agent analytics, along with tools like advanced call recording, live monitoring, quality management, agent coaching, knowledgebase resources and more.

Flexible licensing models
Choose from a variety of seat types, as well as named or concurrent pricing options that best meet your business needs and budget requirements.

Security + compliance
Benefit from over 30 compliance certifications, including SOC2 Type II, HIPAA and PCI-DSS to ensure critical customer data remains protected. Additionally, options for multifactor authentication and integration help mitigate security risks both inside and outside of your organization.

Strong partnership. Unparalleled expertise.

Windstream Enterprise CCaaS is a robust, enterprise-grade solution that leverages a deep relationship Windstream Enterprise has cultivated with Talkdesk, a leader in the contact center market.

The Windstream Enterprise implementation team has installed thousands of contact center systems over the years and currently supports tens of thousands of contact center seats. Your business can depend on Windstream Enterprise as your managed services partner to modernize your customer interactions and enhance the customer experience—backed by a dedicated team of technology experts with over 20 years of contact center expertise.

As contact center technology moves to the cloud, our years of experience as a systems integrator give us a unique edge in terms of designing and managing your solution. Moving to the cloud also means your service is always maintained and up to date with the most recent releases without the expense of on-premises technical expertise.

Our team will go through an extensive discovery process to understand your unique contact center needs and design the best solution for your organization, support you throughout implementation and provide ongoing management.

Windstream Enterprise dedicates a project manager to oversee each implementation, providing your business with a single point of contact for both the CCaaS solution and any associated network or Unified Communications as a Service (UCaaS) services. Post-implementation, we will remain your single point of contact for all service and support needs.

Third-party integrations + leading apps

Supercharge your workflows and customer experience with an innovative ecosystem of open APIs and 70+ pre-built and industry-specific integrations.

salesforce

servicenow

Dynamics 365

zendesk

Comprehensive managed services

When you choose Windstream Enterprise for your CCaaS needs, not only do you benefit from decades of experience with contact centers but also in Unified Communications as a Service (UCaaS), security and networking solutions.

Windstream Enterprise offers a wide range of advanced cloud-based connectivity and network security and compliance solutions, including SD-WAN, Secure Access Service Edge (SASE) and Security Service Edge (SSE), for businesses and organizations of all sizes.

Our managed connectivity, communications and security solutions are innovative. Your business outcomes are imperative.

Windstream Enterprise drives business transformation through the convergence of our proprietary software solutions and cloud-optimized network to unlock our clients' revenue and profitability potential. Our end-to-end IT managed services modernize technology infrastructure, optimize operations, eliminate resource constraints and elevate the experience of our clients and their end users, while securing their critical data and brand reputation. Analysts recognize Windstream Enterprise as a market leader for our product innovation, and clients rely on our best-in-class management portal. Businesses trust Windstream Enterprise as their single-source for a high-performance network and award-winning suite of connectivity, collaboration and security solutions—delivered by a team of technology experts whose success is directly tied to our clients' complete satisfaction.

1. Megan Fernandez and Daniel O'Connell. "Competitive Landscape: Contact Center as a Service." Gartner®. March 3, 2023.

To learn more about CCaaS, powered by Talkdesk, visit windstreamenterprise.com

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