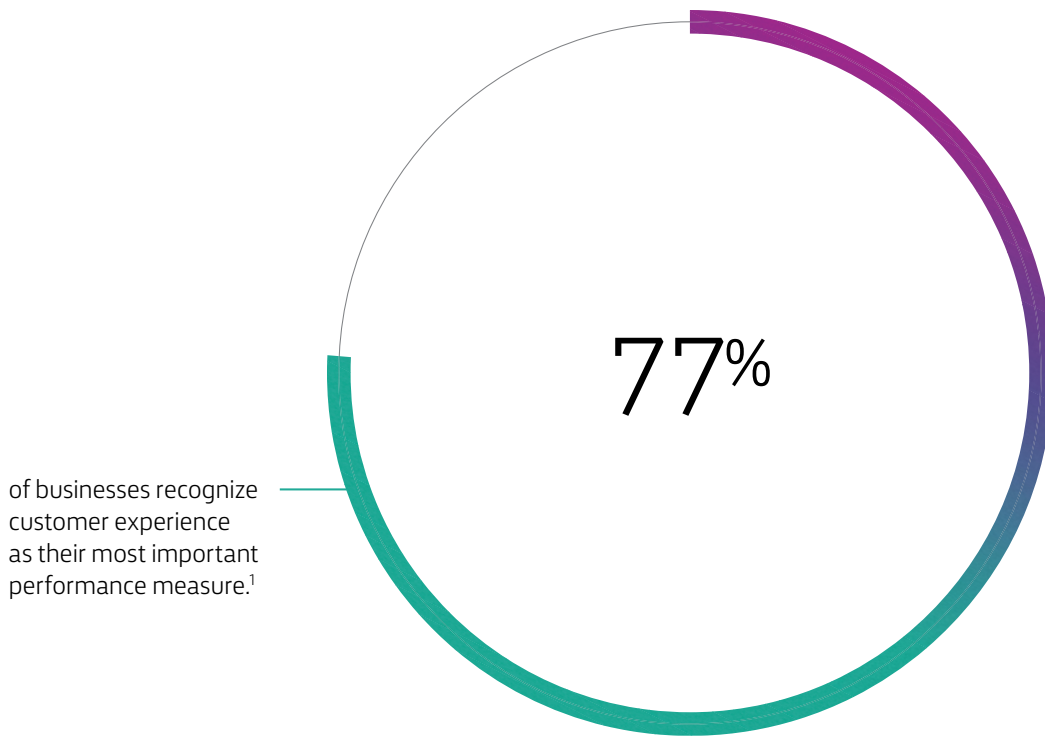


Enhance
the customer
experience and
improve employee
performance and
efficiency

Introducing

Contact Center Services

Optimize employee performance, route calls where you need them and ensure quality and compliance.



Provide a best-in-class customer experience

How your calls are managed and answered directly determines how your customers experience your business.

Deliver top-notch service to every caller

Centralize calling and service more customers efficiently by enlisting a feature-rich, cloud-based contact center solution.

Contact Center Services is designed to improve call management. By utilizing call queues or virtual waiting rooms for different departments, you can ensure callers speak to the right person every time. And, when callers are waiting on hold, they can be entertained by music or pre-recorded announcements defined by your business.

Through advanced skill-based routing, calls can be routed to top agents and call queues can be prioritized over one another for maximum efficiency.

By fully integrating with our award-winning unified communications solution, *Hosted Services*, your employees get access to the features they need to deliver efficient and professional service, while your customers experience better communication and faster response times.

How does Contact Center Services deliver on your needs.

ROUTE CALLS WHERE YOU NEED THEM

Customize and prioritize where calls are routed based on staff availability and skill sets

KEEP YOUR CONTACT CENTER OPEN

Ensure calls are answered even when employees are unable to make it into the office

SUPPORT A DISPERSED WORKFORCE

Locate anywhere and allow agents to work efficiently remotely and in any office location

REAL-TIME ANALYTICS

Gain insight into employee performance through real-time reporting

SCALE UP OR DOWN ANYTIME

Scale up or down and customize the solution to meet business demands

MANAGE BUSINESS NEEDS WITH EASE

Make changes to features and settings with ease through our intuitive web portal

ENSURE QUALITY AND COMPLIANCE

Ensure every call is handled correctly by recording and analyzing calls

ALL-INCLUSIVE SERVICE IN THE CLOUD

All the features you need for your remote, mobile and on-site locations in our secure cloud

FLEXIBLE ADMINISTRATIVE ROLES

Customize permissions to allow employees to control specific sections of the contact center

Contact Center Services game-changing features and benefits



See historical and real-time agent activity on one customizable screen

Properly monitor productivity and call volume by viewing real-time agent statuses.

Instantly see how many calls are in progress and how many calls are waiting.

Analyze critical call data to ensure optimal efficiency, including: the longest wait times, number of calls answered and more.



Ensure staffing and customer needs are met with advanced reporting metrics

Ensure you are properly staffed! View when your customers most frequently call and how many calls you receive hourly, daily, weekly and monthly.

Track how long your customers are waiting on hold.

See how employees spend their time! View employee activity, including: time in ready and away states, number of calls answered, length of calls and more.

Schedule, export and save reports for future use and review.



Record calls for compliance, quality assurance and training

Ensure compliance standards are met by recording inbound calls to your queues.

Store recordings in our secure cloud for 30 days, and easily download, move and share files.

Download and store recordings offline, or utilize our optional Secure File Transfer Protocol service for longer storage needs.

- + Search recordings and download calls for training and recognition
- + Listen to any call, from any device
- + Built-in player—no special downloads required



Simplify employee workflows and improve productivity

We make it easy for your employees to sign in and out of their call queue duty.

With intuitive agent dashboards, your agents can quickly and easily view their call activity for improved performance and efficiency.



Gives managers complete visibility into the customer experience

Ensure your agents are representing your business in the best light possible.

Listen in, evaluate and score live calls using Coach, Monitor and Barge-in features.

Get a first-hand feel of the customer experience to enhance your employee's skills.



Drastically improve your business and customer experience

Ensure consistent and quality service to every single caller.

Project a professional company image at an affordable price.

Distribute calls quickly and service more customers efficiently.

Avoid disasters by efficiently redistributing calls when your office is closed.

Scale up or down with ease to meet your business demands.

Choosing the right package for your organization

We offer two unique packages of services.

Contact Center Package

For organizations looking to ensure customer satisfaction and improve performance.

eQueues Package

For organizations with more basic needs.

FEATURES	EQUEUES	CONTACT CENTER
Number of queues permitted	Up to 5	Up to 20*
Audio library	+	+
Hold treatments	+	+
Voice call queuing	+	+
Prioritized skills-based routing	+	+
Whisper announcements	+	+
Require agent confirmation	+	+
Sign-in/sign-out station button	+	+
Completed events call search	+	+
Advanced hold treatments		+
Agent coach/monitor/ barge-in		+
Recording suppression		+
Conditional routing/ schedules		+
DTMF handling menus		+
Agent Control Panel (ACP) with custom away status (optional)		+

FEATURES	EQUEUES	CONTACT CENTER
Interactive Voice Response (IVR)		+
Customer Callback		+
Outbound Call Center		+

REPORTING	EQUEUES	CONTACT CENTER
Inbound voice queues	+	+
Agent performance		+
Agent state changes		+
Evaluations		+
Scheduled reports	+	+

CALL RECORDING	EQUEUES	CONTACT CENTER
Queue recording		+
Recording library		+

Recording outside of queues is available with our Extension Call Recording service. Inbound and outbound calls can be recorded on-demand or by default. This service also includes a storage library and evaluation feature.

Unlike other providers, and regardless of which package is needed, we never require costly administrator seats, as all seats are provided at the same cost.

LIVE STATUS DASHBOARDS	EQUEUES	CONTACT CENTER
1-Hour summary	+	+
Current calls	+	+
Agent distribution	+	+
Queue distribution	+	+
Calls waiting		+
Calls and agents		+
Calls		+
Queues		+

PERMISSION ROLES	EQUEUES	CONTACT CENTER
Tenant Admin – Full access to all of the functionality	+	+
Group Admin – Permission to manage specific agents and queues		+
Supervisor – Access to call history and live status reports; unable to make changes		+
Agents – View of live status information		+

*Includes both Queues and/or Conditional Routes.

Safeguard your mission-critical communications

Database security

No information or data is stored on vulnerable local servers. Our databases are stored on secure servers in our cloud infrastructure—all protected by industry-standard firewalls, access control lists, authentication and authorization.

Communication security

Calls, recordings, messages and meetings using the Internet are encrypted from the handset into our secure network.

Protect private health information

Our UC solution is hosted in carrier-grade data centers with strong security controls, ensuring your calls and messages are encrypted and data is protected.