CCAAS AVAYA CONTACT CENTER SELECT

Optimize every customer interaction

Upgrade to the next level of contact center capabilities for a robust, multi-channel solution that fully integrates with UCaaS IP Office™, powered by Avaya.

Deliver Exceptional CX

Enhance Agent Efficiency

Improve Security

CCaaS Avaya Contact Center Select (ACCS)

Optimize every customer interaction and enhance CX with CCaaS ACCS. Leverage multi-channel functionality to improve agent efficiency, deliver an exceptional customer experience and increase revenue.

Call handling
Manage up to five simultaneous contacts—voice call, email, web chat, fax and SMS

Remote and multi-location agents
Support multi-channel agents working in as many as 150 locations and enable teleworking for optimal resource allocation

Customizable reporting
Leverage real-time and historical reporting

Workforce optimization
Optional add-on for advanced call recording, agent desktop screen captures, live monitoring, quality management, agent coaching, e-learning, workforce management and more

Outbound campaigns
View all customer interactions with integrated preview and progressive outbound dialing, integrated campaigns manager and web services controls

Call recording
Record calls—random selection or on-demand—with options for more advanced recording capabilities

Prioritization and data directed routing
Prioritize customers and define experiences, based on business strategies and objectives

Scripting/workflow
Get a built-in graphical orchestration designer tool for simplified configuration

WINDSTREAM ENTERPRISE

How will you benefit from Avaya Contact Center Select?

Improve agent efficiency

Handle multiple calls

Enable remote and multi-location workers

Record calls for training and quality assurance

Deliver exceptional CX

Build the ultimate customer journey across all channels

Integrate campaigns, web services and more

Prioritize and directly route customers with data

Gain better visibility and control

Customize reporting

Optimize workforce operations with optional add-ons

Simplify configuration with built-in graphical orchestration designer tool

About Windstream Enterprise
Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today's most complex networking and communication challenges.

To learn more about UCaaS, visit windstreamenterprise.com

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