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Reach more customers with an omnichannel contact center

Empower your agents to communicate with customers through voice and webchat with OfficeSuite UC® Contact Center Services (CCS) multimedia agents, an omnichannel solution.

91%

of business buyers and 86% of consumers said the experience a company provides is as important as its products and services[1]

Why multimedia agents?

With OfficeSuite UC CCS, multimedia agents have the ability to manage voice calls and webchat queues via the same web portal, delivering a higher level of productivity and customer experience, in addition to increased revenue.

Route calls and chats anywhere

Allow multimedia agents to manage webchat sessions simultaneously

Enable managers to monitor, coach and send messages on behalf of the agent

Increase agent efficiency by managing all communication channels through a single pane of glass

Customize preliminary form questions to provide agents with contextual information before live chat sessions

Store chat transcripts in the cloud for 30 days, with options for extended cloud-based storage or exporting to local storage

Gain valuable insight into the outcome of every interaction with wrap-up surveys

Report on live and historical chat activity

Save time typing with pre-built messages you can send with one click

Get your website ready in no time with an easy chat plug-in installation process

To learn more about OfficeSuite UC CCS, visit windstreamenterprise.com

1. The State of the Connected Customer Report, Salesforce 2023.

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