

OFFICESUITE UC CCS



# Expand your contact center with live, web-based chat

Give your agents the tools they need to handle more customer requests in less time with OfficeSuite UC® Contact Center Services (CCS) from Windstream Enterprise.

**79%** of businesses say offering live chat has had a positive effect on sales, revenue and customer loyalty<sup>1</sup>

## Why CCS Chat?

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

Many customers prefer the live chat channel to avoid voice calls altogether, so it's essential to have an online presence—meeting your customers on their terms.

## Route calls and chats where you need them

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

Manage up to six simultaneous chat sessions per agent

Customize chat questions and preliminary forms in preparation of a live chat session

Store chat transcripts in the cloud for 30 days and export to local storage

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

Control both voice calls and chat sessions at the same time

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 installation process

To learn more about OfficeSuite UC CCS, visit [windstreamenterprise.com](http://windstreamenterprise.com)

<sup>1</sup> [kayako.com/Kayako\\_live\\_chat\\_stats.pdf](http://kayako.com/Kayako_live_chat_stats.pdf)