



Call center functionality designed for retail and SMBs

Businesses with formal call centers aren't the only ones benefiting from a Contact Center as a Service (CCaaS) solution. OfficeSuite UC® Contact Center Services (CCS) take a robust set of traditional call center features and deliver them in a way that best suits small office and retail-like environments.

90% of Americans use customer service as a factor in deciding whether or not to do business with a company.¹

Missed calls = lost revenue

In today's increasingly competitive world, customer service is often the deciding factor in whether you win or lose a customer. With tools to help avoid missed calls and give management the insight needed to achieve a higher level of customer experience, OfficeSuite UC CCS enables retail stores and small offices to operate with the efficiency and professionalism of a large call center.

Why OfficeSuite UC CCS from Windstream Enterprise?

Leverage inbound and outbound calling, chat, queuing, routing, recording and analytics

Ring all extensions at once—or one at a time—with customized Agent Groups

Route calls based on holidays and store hours

Announce special promotions and sales to your customers while they wait

Improve the customer experience with speech recognition

Record calls for quality assurance and training purposes

Report on total calls answered and abandoned, wait and talk time and much more

Give customers a call-back option without losing their place in line

View live dashboards to monitor which stores or offices are experiencing the heaviest call volumes

Run on Windstream Enterprise or any underlying carrier's network

Robust features with the speed and flexibility of the cloud

Our comprehensive OfficeSuite UC solutions enable you to securely connect and collaborate anytime, anywhere, enhancing the experience of your customers, suppliers and employees. Plus, you can reduce your reliance on help desk support with WE Connect, your single pane of glass interface.

OfficeSuite Unified Communications

A 100% cloud-based phone, mobility and unified communications system gives your organization flexibility and resilience. Employees can access phone features such as calls, chat, video conferencing and SMS text messaging on any device via a fully hosted system.

Softphone and Agent ring group capabilities enable frictionless curbside delivery programs while keeping associate information secure

A proprietary design encrypts calls, meetings and messages and secures everything in the cloud

A standards-based API makes it easy to integrate with popular 3rd party applications

OfficeSuite HD Meeting®

Host and join HD video, audio and web conferences from any phone, computer or mobile device to easily connect face-to-face for all your needs such as remote hiring, district and store manager virtual meetings, video-based customer assistance and more.

Promote accessibility with mobile access via iOS and Android

Collaborate in real time with tools such as PC or mobile screen sharing

Protect sensitive data and prevent intrusions with encryption and privacy settings—all hosted in our secure cloud environment

¹<https://business.trustpilot.com/reviews/browsers-to-buyers/why-a-personalized-consumer-experience-matters-in-the-ecommerce-world>

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 OfficeSuite UC CCS, visit windstreamenterprise.com

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CONNECT. TRANSFORM. ELEVATE.