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Expand your contact center with live web-based chat and text

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

87%

Live chat is expected to grow more than 87% in the next 12-18 months. More than half of all customers prefer to chat with someone in real time, rather than call a company for support.[1]

Why multimedia agents?

With OfficeSuite UC CCS, multimedia agents have the ability to manage voice calls, web-chat and text queues via the same web portal, delivering a higher level of productivity and customer experience, in addition to increased revenue. Most customers prefer the live chat or text messaging channels to avoid voice calls altogether, so it's essential to have an online presence—meeting your customers on their terms.

Route calls, texts and chats anywhere

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

Allow multimedia agents to manage up to six simultaneous sessions, such as web, text or a combination of both

Customize preliminary form questions in preparation of live chat and text sessions

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

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

Control text, chat and voice sessions at the same time

Report on live and historical text and 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

1.   www.superoffice.com/blog/live-chat-statistics

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