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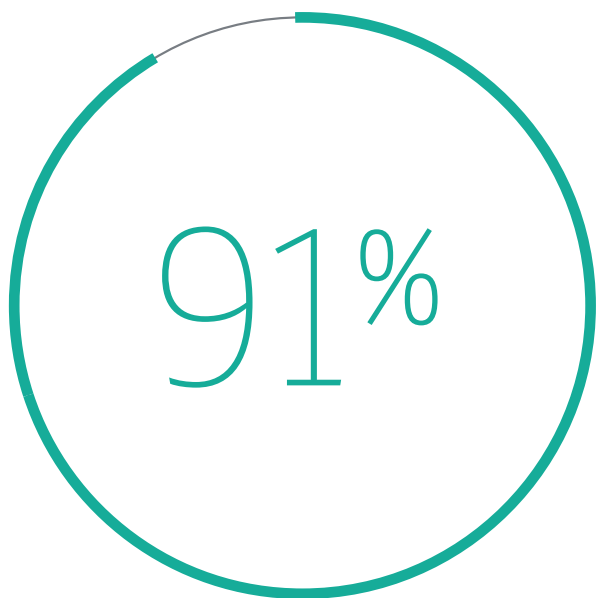
Why Contact Center Services?
Why Windstream Enterprise?

OfficeSuite UC® Contact Center Services,
an omnichannel solution

WINDSTREAM
ENTERPRISE

91%

91% of business buyers and 86% of consumers said the experience a company provides is as important as its products and services[1]

Provide a best-in-class customer experience

Customers expect a consistent and high-quality experience no matter how they contact your business. Implementing an omnichannel contact center solution is the first step in delivering that level of proficiency.

Deliver top-notch service to every customer

Centralize call and webchat sessions to service more customers more efficiently with Windstream Enterprise's omnichannel, cloud-based contact center solution, OfficeSuite UC Contact Center Services.

OfficeSuite UC Contact Center is designed to improve call and webchat by combining them into the same integrated contact center. You no longer need to have multiple solutions to meet customers via phone or digital channels. By utilizing call queues or virtual waiting rooms for different departments, you can ensure callers speak to the right person every time. And, when callers are waiting on hold, they can be entertained by music or pre-recorded announcements defined by your business.

Most customers prefer web-based chat as an alternative to calling. With OfficeSuite UC Contact Center Services, all interactions can be handled with omnichannel functionality, delivering greater flexibility.

Through advanced skill-based routing, call and chat sessions can be routed to top agents and queues can be prioritized over one another for maximum efficiency.

By fully integrating with our award-winning unified communications solution, OfficeSuite UC, your employees get access to the features they need to deliver efficient and professional service, while your customers experience better communication and faster response times.

Contact Center Services deliver on your needs

ROUTE INTERACTIONS ANYWHERE

Customize and prioritize call and chat routing to ensure customers engage with the most appropriate agent.

SUPPORT A DISPERSED WORKFORCE

Allow agents to efficiently work from anywhere.

SCALE UP OR DOWN ANYTIME

Scale and customize the solution to meet fluctuating or seasonal business demands.

ENSURE QUALITY AND COMPLIANCE

Record every call or chat to ensure compliance with legal requirements and business processes.

LEVERAGE FLEXIBLE ADMINISTRATIVE ROLES

Customize permissions to allow employees to control specific sections of the contact center.

KEEP YOUR CONTACT CENTER OPEN

Ensure all calls and messages are answered even when employees are unable to make it into the office.

GAIN REAL-TIME ANALYTICS

Gain insight into employee performance through real-time reporting.

MANAGE BUSINESS NEEDS WITH EASE

Make changes to features and settings through our intuitive web portal.

GET FULL-SERVICE IN THE CLOUD

Access all the features you need for your remote, mobile and on-site locations in our secure cloud.

MAXIMIZE CALL DISTRIBUTION

Ring agents one-by-one in a traditional queue, or ring a group of agents all at once.

OfficeSuite UC Contact Center Services

Game-changing features and benefits

See historical and real-time agent activity on one customizable screen

Monitor productivity and contact center volumes by viewing real-time agent and queue statuses.

Instantly see how many calls or chats are in progress and how many of them are waiting.

Analyze critical inbound and outbound interactions to ensure optimal efficiency, including the longest wait times, volume by channel, interactions missed and more.

Transform ongoing chats directly into voice as the conversation evolves with omnichannel routing.

Record call and chat sessions for compliance, quality assurance and training

Store voice recordings and chats in our secure cloud for 30 days, and easily download, move and share files.

Encrypt all data with AES 256-bit key encryption for added security.

Download and store recordings offline, or utilize our optional Secure File Transfer Protocol service for a more streamlined transfer of call and messaging data.

Ensure staffing and customer needs are met with advanced reporting metrics

View when your customers most frequently contact your business. Data is available in hourly, daily, weekly, and monthly increments.

Track how long your customers are waiting on hold.

View employee activity, including time spent in ready or away states, number of calls and messages answered or missed, average and total time spent interacting with each channel and more.

Schedule, export and save reports for future use and review.

Simplify employee workflows and improve productivity

Make it easy for your employees to sign in and out of their queue duty.

Leverage an intuitive dashboard to quickly and easily view all contact center activity for improved performance and efficiency.

OfficeSuite UC Contact Center Services

Game-changing features and benefits
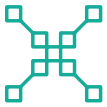
Maximize control and integrate the contact center into your existing workflows with the CCS API

Subscribe to event notifications like calls received/answered/hung-up, recording suppression start/stop, transfers and redirects, calls in waiting and more.

Analyze contact center data and control routing behavior through a variety of RESTful API calls.

Import contact center data into your existing business intelligence platform.

Drastically improve your business and customer experience

Deliver consistent and quality service to every single customer.

Project a professional company image at an affordable price.

Distribute calls and chats quickly and service more customers efficiently.

Prepare for natural disasters or other unexpected closures by creating Schedules and Conditional Routing rules in advance.

Give managers complete visibility into the customer experience

Listen in or view live call and chat using coach, monitor and barge-in features.

Get a first-hand feel of the customer experience to enhance the skills of your employees.

Capture customer sentiment by utilizing customer surveys.

Understand the primary reasons customers contact your business by tagging calls and messages with disposition codes.

Choose the right package for your organization

Contact Center Package
For organizations wanting to maximize customer satisfaction, have access to in-depth reporting, allow your customers to contact you with more than just voice calls, and create a more efficient contact center overall, the OfficeSuite UC Contact Center package will meet all of your needs.

eQueues Package
For organizations with more basic needs, eQueues may be better suited.

FEATURES	EQUEUES	CONTACT CENTER
Number of queues permitted	Up to 5	Unlimited
Audio library	+	+
Hold treatments	+	+
Voice call queuing	+	+
Prioritized skills-based routing	+	+
Whisper announcements	+	+
Require agent confirmation	+	+
Sign-in/sign-out station button	+	+
Completed events call search	+	+
Advanced hold treatments		+
Agent coach/monitor/barge-in		+
Recording suppression		+
Conditional routing/schedules		+
IVR menus w/speech recognition and DTMF response		+
Agent Control Panel (ACP) with custom away status (optional)		+

FEATURES	EQUEUES	CONTACT CENTER
Customer callback		+
Outbound call center		+
Chat agents/queues*		+
Agent groups*		+
Agent wrap-up forms		+
Post-call surveys		+
Outbound calling campaigns		+
Omnichannel routing		+

REPORTING	EQUEUES	CONTACT CENTER
Inbound voice queues	+	+
Scheduled reports	+	+
Outbound voice queues		+
Inbound chat agents/queues*		+
Agent performance		+
Agent state changes		+
Evaluations		+
Omnichannel reporting		+

*Included with OfficeSuite UC Contact Center Services or available to purchase separately.

Choose the right package for your organization

Unlike other providers, and regardless of which package is needed, we never require costly administrator seats, as all seats are provided at the same cost.

RECORDING	EQUEUES	CONTACT CENTER
Queue recording		+
Recording library		+

Recording and monitoring for non-queue/contact center calls is also available with Extension Call Recording and Extension Monitoring. Inbound and outbound calls can be recorded on demand or mandatory. This service also includes a storage library and evaluation feature.

LIVE STATUS DASHBOARDS	EQUEUES	CONTACT CENTER
1-Hour summary	+	+
Current calls	+	+
Agent distribution	+	+
Queue distribution	+	+
Calls waiting		+
Calls and agents		+
Calls		+
Queues		+

PERMISSION ROLES	EQUEUES	CONTACT CENTER
Tenant admin: Full access to all of the functionality	+	+
Group admin: Permission to manage specific agents and queues		+
Supervisor: Access to call history and live status reports; unable to make changes		+
Agents: View of live status information in ACP		+
Personal call recording and call details access		+

Safeguard your mission-critical communications

Database security
No information or data is stored on vulnerable local servers. Our databases are stored on secure servers in our cloud infrastructure—all protected by industry-standard firewalls, access control lists, authentication and authorization.

Communication security
Calls, chats, messages and meetings using the Internet are encrypted from the handset into our secure network.

Information protection
Unlike other providers, we own the code and utilize unique technology instead of SIP or open source to help you meet SOC2 and HIPAA compliance requirements. OfficeSuite UC delivers a proprietary design to encrypt meetings and messages and secure everything in the cloud.

Our managed connectivity, communications and security solutions are innovative. Your business outcomes are imperative.

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

To learn more about OfficeSuite UC Contact Center Services, visit windstreamenterprise.com

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