

# Start Offering A Seamless Customer Experience

Our Call Center Solution gives you the modern, secure communications businesses need in this increasingly modern world. Leverage the functionality of an easy-to-use Call Center Solution that will skyrocket your customer satisfaction.



## GET THE MOST OUT OF A FEATURE RICH CALL CENTER SOLUTION

Multi-Channel	Inbound Voice Queues	Call Center Agent Login/Logout	Call Recording & Transcriptions
Interactive Voice Response (IVR)	Whisper & Barge-In	Screen Pop & Click-to-Call	Live Monitoring
Automatic Call Distribution (ACD)	Dashboards & Analytics	Realtime Wallboards	Geographical Survivability
Sentiment Analysis	SMS & MMS	Cradle-to-Grave & Historical Reporting	24/7 Network Monitoring



“Researchers found **69 percent** of strategic decision-makers within the U.S. believe **the contact center is a “business-critical revenue generator”** and that contact centers **can deliver increased revenue per transaction and better returns on marketing investment through improved conversion rates, upselling and cross-selling.**”



### Optimized Workforce

Increase first-call resolution by ensuring every agent is following best practices for resolving customer issues using our flexible workflow agent scripting.



### Improved Bottom Line

Utilize a call center solution to maximize every revenue opportunity by quickly connecting callers to agents with the best skills to help.



### On-Demand Scalability

Easily increase or decrease agent seats depending on your business needs. Get the scalability you need to grow your business and watch your bottom line.



### Improved Customer Experiences

Utilize valuable reporting that enables you to predict customer behavior and plan accordingly, resulting in increasing customer satisfaction and loyalty.

FOR MORE INFORMATION