

CONTACT CENTER AS A SERVICE (CCaaS)



Contact Center as a Service (CCaaS) is an all-in-one virtual contact center suite. Its platform is equipped with highly reliable contact center services, including about 900 agents. Our CCaaS includes ACD with Call Queuing, self-service via Interactive Voice Response (IVR), predictive outbound dialing, recording, administrative tools and extensive integration capabilities.

OUTBOUND CAMPAIGN FEATURES

- Predictive dialing based on agent availability
- Do Not Call list support

INBOUND CAMPAIGN FEATURES

- Enterprise-level features such as unlimited queues, multiple intelligent routing algorithms, customer call-back and agent transfer.
- Flexible and intelligent routing and handling of calls, ranging from simple skill-based routing to complex interactive routing algorithms.

AGENT DEPLOYMENT OPTIONS

- Agents can work on-site or from home.
- Soft clients, IP phones and traditional phones are all supported.

SUPERVISORY MODES

- Silent listen, whisper and barge-in modes can be configured for any agent.
- Powerful management capabilities and automated email reports.

LIVE MONITORING

- Real-time monitoring of agents and queues with both ad hoc and scheduled reporting.
- Sophisticated SLA/KPI monitoring with real-time notifications.

BUSINESS ANALYTICS BUILT-IN

- Over 100 customizable SLA/KPI performance metrics.
- Monitor and tune your enterprise in real-time to maximize productivity.

CUSTOMIZABLE

- Create complex IVR and auto-attendant applications with time-of-day and day-of-week scheduling that can also interface with your CRM.
- All Voice Prompts and OnHold Messages are customizable. Import professional recordings or record directly from the system console

GRAPHICAL REPORTS

- Dynamic graphical reports show trends and anomalies instantly.
- Compare period-over-period statistics as well as metrics between users.

For Additional Information Please Contact

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