Contact Center

Hit your next level of growth by giving your customers the experience they deserve. With Contact Center, more responsive, informed, and positive customer experiences are possible in days, not months.

More Productivity & Simplicity	**Greater Customer Convenience**	**Personalization & Insights**	**Revenue & Engagement**
Integrated Elevate and Contact Center makes it easier to collaborate and manage customer calls in one app.	Let customers call, text, chat, and email, or give them self-service options.	Integrate your CRM for better interactions and use analytics and reporting to enhance services.	Send timely notifications automatically via SMS, voice, and email.

Contact Center enhances customer interactions for businesses of all sizes and help you differentiate from the competition where it matters most – the customer experience.

Contact Center enables you to:

- Access both employee collaboration and advanced call handling within Elevate
- Support for multiple locations and remote employees
- Centralize management from one portal, accessible anywhere, anytime
- Monitor service levels, and analyze team performance by queue, team, or employee with real-time dashboards and historical reports
- Easily manage customizable frontline user skillsets and statuses

- Centralize the handling of calls, web chat, email, and SMS in a single application
- Improve audience engagement with outbound dialing and advanced outreach campaign capabilities
- Send post-call surveys to measure satisfaction
- Quickly and easily integrate with CRM and WFM systems
- And much more...

CONTACT CENTER CUSTOMER BENEFITS

BETTER PRODUCTIVITY

Give your employees the tools they need - whether they need to collaborate together, talk to a customer, or a little of both.

Elevate + Contact Center
Use one application to manage employee collaboration and customer voice interactions.

Agent Login
Choose to take customer calls within Elevate. Log out when done and resume other collaborative work with other employees.

Advanced Call Management
Take queued customer calls and then call, chat, and meet with coworkers to quickly resolve requests.

Presence Sync
Avoid getting other calls when working with customers. Let others see when employees are talking to customers.

INSPIRING INTERACTIONS

Complete customizability in call flow ensures callers reach the right agents at the right time, while exceptional QA features deliver greater results.

Skillsets
Skills-based routing means the employee most suitable to take the inquiry is reached.

Callbacks
After a period of time, queued callers can request a callback and the next available employee will receive their request. The system will wait to ensure the agent is ready before dialing – meaning better-prepared employees and interactions.

Preferred Agent Routing
You can assign a certain employee to act as "point" on complex cases; with Preferred Agent Routing, calls and chats will be routed to an employee of your choosing.

IVR Control & Creativity
You can easily create custom IVRs and deploy advanced functions like variables, conditional logic, and much more. Contact Centre puts amazing power at your fingertips via an intuitive drag-and-drop visual interface. Plus, custom API integration delivers even greater functionality.

CUSTOMER-CENTRIC CHANNELS

Contact Center combines voice, chat, WhatsApp and e-mail queues into a single, streamlined omni-channel experience.

Queues & Contact Center Agent
Contact Center redefines the concept of a "queue" by seamlessly integrating voice, chat, WhatsApp and email interactions through the use of Contact Centre Agent (CCA) software.

CONTACT CENTER CUSTOMER BENEFITS

IN-DEPTH INSIGHTS

Real-time insights get agents into context quickly, helping to deliver more informed responses that shorten times to resolution. Plus, deep historical reporting helps improve future interactions.

Dashboards and Live Monitoring
Our Dashboards help you monitor the platform in real-time, including wait times, service levels, and much more. Live Monitoring lets you tune into specific interactions - and even take control as needed.

AI-powered Interaction Analytics
Interaction Analytics makes it easier than ever for supervisors to do their job by using artificial intelligence (AI) to automatically highlight them about important conversations.

Custom Reports
You can choose from hundreds of pre-built reports on call distribution, service level adherence, unanswered calls, post-call surveys, and so much more. Our Product specialists can also develop custom reports to best meet your unique needs.

OUTSTANDING ENGAGEMENT

Capture your customer's attention with notifications for reminders, promotions, and more.

Dynamic Notifications
Turn your Contact Center into an outreach powerhouse. From simple appointment reminders to multi-channel marketing campaigns, Dynamic Notifications dramatically extends a company's reach while still respecting customer preferences.

THREE WAYS TO GET CONTACT CENTER

Make it easy to address your Contact Center needs, no matter the size of your business or your requirements. We offer 3 plans to choose from, with the ability to add other cloud business applications to create a holistic suite of powerful tools to support your business.

Factors	CONTACT CENTER GOLD	CONTACT CENTER PLATINUM
CC License Type	Concurrent Seats*	Concurrent Seats*
UC Bundling Sold with Elevate	Sold with Elevate OR Standalone	Sold with Elevate OR Standalone
Access to integrated employee collaboration and advanced call handling within Elevate	●	●
Admin Portal	●	●
Supervisor App	●	●
Real-Time Agent Status	●	●
Inbound Voice Channel Queues	●	●
Automatic Call Distribution (ACD)	●	●
Position in Queue & Estimated Wait Time Messages	●	●
Supervisor functions (Monitor, Whisper, Barge-in)	●	●
Real-Time, Historical & Graphical Reports	●	●
Real-Time Dashboards	●	●
Interaction Analytics	Possible with this package, but requires additional fee, add-on, etc.	Included with this package at no additional cost.
Call Recording	●	●
Pre-Built Integrations (Dynamics,Salesforce, Zendesk, Slack)	●	●
Agent Desktop & Web Application	●	●
Scheduled & Custom Reports	●	●
Customizable IVR	●	●
Skill-Based Routing	●	●
Geo-Routing	●	●
Advanced Rules-based Routing (Last agent, Preferred agent etc.)	●	●
Custom Agent Status	●	●
Real-Time Customizable Threshold Alerts	●	●
Queued Callback & Queued Voicemail	●	●
Emergency Queue Bulletins	●	●

Feature		
Post-Call Surveys	●	●
Text-to-Speech	●	●
Call Scripting	●	●
Outbound Voice & Blended Channel Queues	●	●
Outbound Dialer (Scheduled Power Dialing)	●	●
Elastic Demand Support [2]	●	●
Chat Channel Queues	Add-on (+$)	●
Email Channel Queues	Add-on (+$)	●
WhatsApp Channel Queues	Add-on (+$)	●
Dynamic Notification (Voice, E-mail & SMS) [2]	Add-on (+$)	●
Schedule Manager	Add-on (+$)	●
Evaluator (QA Templates & Scoring)	Add-on (+$)	●
Screen Recording	Add-on (+$)	●
Custom CRM Integration	Prof. Services (+$)	Prof. Services (+$)
Custom WFM Integration		Prof. Services (+$)
Custom IVR Integrations & Selfservice applications (DB Data Dips, Intelligent Routing, Payment IVRs etc.)		Prof. Services (+$)
Speech Recognition Integration		●

CONTACT CENTRE CONCURRENT SEAT USAGE

Inbound Domestic (Contact Centre Usage)	Unlimited	Unlimited
Outbound Domestic (Contact Centre Usage/Dialer)	1,000 mins/month per concurrent seat	2,000 mins/month per concurrent seat
Toll-free Inbound/Outbound	As per toll-free bucket/per minute	As per toll-free bucket/per minute

* Number of users signed-in

1. CC Bursting limited to 50% of subscribed seat capacity. Billing will be for peak concurrent sign-ons during period- no min. usage duration and be reflected on next bill cycle.

"Burst & release" model - billing in advance for next period reflects subscribed seat count (not previous period's peak). Does not apply to Elevate named user services.

2. Desired channels add-ons (Email & SMS) - sold separately

QUESTIONS? CONTACT US TODAY!

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