

Contact Center as a Service

Contact Center as a Service (CCaaS) is an all-in-one virtual contact center suite. It is a proven platform that has been deployed in highly reliable contact center services with as many as 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 skills-based routing to complex interactive routing algorithms.

AGENT DEPLOYMENT OPTIONS

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

SUPERVISORY MODES

- Silent listen, whisper and barge-in modes can be configured on 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.
- Set up 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 to your CRM.
- All Voice Prompts and OnHold Messages are customizable. They can be imported from professional recordings or recorded directly from the system console.

GRAPHICAL REPORTS

- Powerful graphical reports show trends and anomalies instantly.
- Perform period-over-period comparisons as well as compare metrics between users.