

Harness the Power of Cloud Contact Center

Cloud Contact Center

QUALITY EXPERIENCE YOUR CLIENTS DESERVE

Hit next level growth by giving customers the experience they deserve. With Cloud Contact Center, more responsive, informed and positive client interactions are possible in days, not months.

More Productivity & Simplicity

Collaborate and handle calls easily with Cloud Contact Center.

Greater Customer Convenience

Let clients call, text, chat, email or self-service.

Personalization & Insights

Integrate your CRM and use analytics to improve services.

Revenue & Engagement

Send automatic notifications via SMS, voice and email.

Cloud Contact Center improves customer interactions for businesses of all sizes and helps you differentiate from the competition where it matters most - the customer experience.

Cloud Contact Center enables you to:

- ✓ Access employee collaboration and advanced call handling
- ✓ Support multiple locations and remote employees
- ✓ Access one portal for anytime, anywhere management
- ✓ View service levels and performance by queue, team or employee with real-time dashboards and historical reports
- ✓ Manage customizable user skillsets and statuses
- ✓ Centralize call handling, web chat, email and SMS in one app
- ✓ Enhance engagement with outbound dialing and outreach campaigns
- ✓ Send post-call satisfaction surveys
- ✓ Integrate CRM and WFM systems
- ✓ And much more!

CUSTOMER BENEFITS

INSPIRING INTERACTIONS

Total 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 get their request. The system will wait to ensure the agent is ready before dialing, which means better-prepared employees and interactions.
- ⊕ **Preferred Agent Routing** – You can assign a certain employee to act as a “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. The Cloud Contact Center puts impressive power at your fingertips via an intuitive drag-and-drop visual interface. Plus, custom API integration delivers even greater functionality.

CUSTOMER-CENTRIC CHANNELS

Cloud Contact Center rolls up voice, chat, WhatsApp and email queues into a single, streamlined omnichannel experience.

- ⊕ **Queues & Contact Center Agent** – With Cloud Contact Center, you can forget the idea of a “queue” being only for voice calls. Powered by Cloud Contact Center’s web or desktop app, voice, chat, WhatsApp and email interactions are seamlessly integrated.

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 & Live Monitoring** – Our Dashboards help you monitor the platform in real time, including wait times, service levels, and more. Live Monitoring lets you tune into specific interactions and take control as needed.
- ⊕ **Dashboards & Wallboards** – View the top-level metrics that matter most to your team, any time, from anywhere, and share that data with anyone who needs it.
- ⊕ **Custom Reports** – You can choose from hundreds of pre-built reports on call distribution, service level adherence, unanswered calls, post-call surveys and more. Our product specialists can also develop custom reports to 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 respecting customer preferences.

FOR MORE INFORMATION

<<Company_Phone>>
<<Company_URL>>

<<Contact1>>
<<Contact1_Phone>>
<<Contact1_email>>

<<Contact2>>
<<Contact2_Phone>>
<<Contact2_email>>

TWO WAYS TO GET CLOUD CONTACT CENTER

It's easy to address your contact center needs, no matter the size of your business or your requirements. We offer two 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 PRO	CONTACT CENTER ELITE
CC License Type	Concurrent Seats*	Concurrent Seats*
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	•	•
Analytics Dashboards - Queues	•	•
Analytics Dashboards - Agent	•	•
Archiving - Archive all communications (voice, SMS, chat, email, screen recordings) to safeguard your organization, enabling easy monitoring and retrieval.	Add-on (+\$)	Add-on (+\$)
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	•	•

FOR MORE INFORMATION

<<Company_Phone>>
<<Company_URL>>

<<Contact1>>
<<Contact1_Phone>>
<<Contact1_email>>

<<Contact2>>
<<Contact2_Phone>>
<<Contact2_email>>

Queued Callback & Queued Voicemail	•	•
Emergency Queue Bulletins	•	•
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	•	•
Email Channel Queues	•	•
WhatsApp Channel Queues	•	•
Dynamic Notification (Voice, Email & SMS) ²	•	•
Schedule Manager	•	•
AI Agent Evaluator (Identify topics and sentiments, highlight keywords for coaching and performance improvements)	•	•
Screen Recording	•	•
Custom CRM Integration	Prof. Services (+\$)	Prof. Services (+\$)
Custom WFM Integration	Prof. Services (+\$)	Prof. Services (+\$)
Custom IVR Integrations & Self-Service applications (DB Data Dips, Intelligent Routing, Payment IVRs, etc.)	Prof. Services (+\$)	Prof. Services (+\$)
Speech Recognition Integration	•	•

CONTACT CENTER CONCURRENT SEAT USAGE

Inbound Domestic (Contact Center Usage)	Unlimited	Unlimited
Outbound Domestic (Contact Center 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 is limited to 50% of the subscribed seat capacity. Billing will be for peak concurrent sign-ins during the period- no min. usage duration and will be reflected in the next bill cycle.

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

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

FOR MORE INFORMATION

www.bts1981.com
951-272-3100

