

CONTACT CENTER

Improve Productivity and Customer Experiences

Easy to deploy, manage, and utilize, **Contact Center** capabilities deliver a secure, virtual, and sophisticated customer interaction management solution for up to 400 IVR ports and agents. This integrated and omnichannel solution is intended to support SMB organizations all the way to the enterprise in both single location or distributed deployments.

CONTACT CENTER AS A SERVICE

Contact Center features an IP-based Automated Call Distribution (ACD) system that queues and distributes incoming calls destined for groups of TBL's Unified Communications Manager users (agents). It provides a multimedia (voice, data, and web) customer-care application environment that enhances the efficiency of contact centers by simplifying business integration, easing agent administration, increasing agent flexibility, and enhancing network hosting.



FEATURES & BENEFITS

Desktops

Best-in-class agent and supervisor desktops supported with API for customization.

Choice of channels

Choice of channels for customers: inbound voice, outbound voice, outbound IVR, email and social media.

Supervisor tools

Sophisticated supervisor tools including workforce optimization and reporting with live data.

Customer journey

Supports customer journeys using context service for better customer service and agent productivity.

OPTIONS

Contact Center capabilities provide options to address multiple contact center functional areas such as:

- Inbound voice
- Outbound campaign
- Agent email
- Web chat
- Social Media integration
- Next-generation historical and real-time reports and dashboards
- CRM & application integration

.....
Connect culture, process, and technology to bring the collaboration experience to life.
