

Enterprise Contact Center

Omnichannel cloud contact center solution that empowers your Partners workforce and delights their customers. Excellent customer service is built on meeting – and exceeding – customer expectations. And while their expectations might differ from industry to industry, there are few expectations that never change.



Inbound Contact Center

Modernize customer experiences by enabling your partners to engage with their customers on the channel they prefer and the best suited resource every time.



Outbound Contact Center

Enable your partners to turn your Contact Center into a profit center whether its an upsell, cross-sell or promotion. Make connections that convert on the channel they prefer.



Blended Contact Center

Blended Inbound and Outbound Contact Center allows agents to move easily between both inbound queues and outbound calling lists.

Customers Expect the Same Level of Service No Matter What the Channel

Whether it's social media, webchat, voice, or even text, customers want the same high-quality care from your business. The **Enterprise Contact Center** solution is equipped with intelligent routing, ensuring customers are served faster by more productive agents no matter how they reach out.

Customers Expect Communication Options

Customer communication preferences change all the time. They expect engagement in a timely, personalized and contextual way on the channel they prefer, exceeding those expectations helps build lifetime loyalty. When Contact Center's bring modernity through journey orchestration, it allows your business to elevate their experience and personalize the entire customer lifecycle. With automated campaign management in **Enterprise Contact Center** your outbound goals are easily exceeded.

One Solution for Customer Service & Outbound Sales Teams

Modern blended contact centers unify customer service and sales teams delivering the customer straight to the agent's desktop.

**UPGRADE TO THE LATEST
OMNICHANNEL CONTACT
CENTER EXPERIENCE.**



Talk to a Consultant:
1-800-374-0422

Feature	Pro	Advanced	Elite
Named or Concurrent Agents	✓	✓	✓
IVR Designer	✓	✓	✓
CRM Connectors For Supported CRM	✓	✓	✓
Click to Call From Supported CRM	✓	✓	✓
Screen Pop to Supported CRM	✓	✓	✓
Audio Recording with 30 days storage	✓	✓	✓
Real-Time Monitoring	✓	✓	✓
Real-Time Dashboards	✓	✓	✓
Historical Reports	✓	✓	✓
Scheduler	✓	✓	✓
Callback	✓	✓	✓
Interactive Voice Response Ports (2)	✓	✓	✓
Outbound Manual Dialer	✓	✓	✓
Outbound Preview Dialer		✓	✓
Outbound Predictive Dialer		✓	✓
Outbound IVR Dialer		✓	✓
Outbound Dialer APIs		✓	✓
Blended Agents		✓	✓
Email with Supported CRM		✓	✓
Chat		✓	✓
SMS		✓	✓
Social Media		✓	✓
Outbound Progressive Dialer			✓
Optional Features			
Additional IVR Ports	A	A	A
Voice Transcription & Sentiment Analysis	A	A	A
Agent Screen Recording	A	A	A
Built In Contact Database	A	A	A
Additional Storage	A	A	A
WebChat ChatBot	A	A	A

Each Enterprise Contact Center user includes all UCaaS Advanced User Features
 *Salesforce Integration at additional monthly cost

✓ Included

Available at additional cost

CRM INTEGRATIONS



Got a homegrown CRM?

Built on an open API architecture. That means it can integrate with almost any other business tool including custom CRM and ticketing solutions.

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