# Enhance the customer experience and improve employee performance and efficiency

Introducing Hosted Services
Contact Center

Optimize employee performance, route calls and chats where you need them and ensure quality and compliance.

80.8%

of cloud users say cloud solutions provide improved flexibility[1]
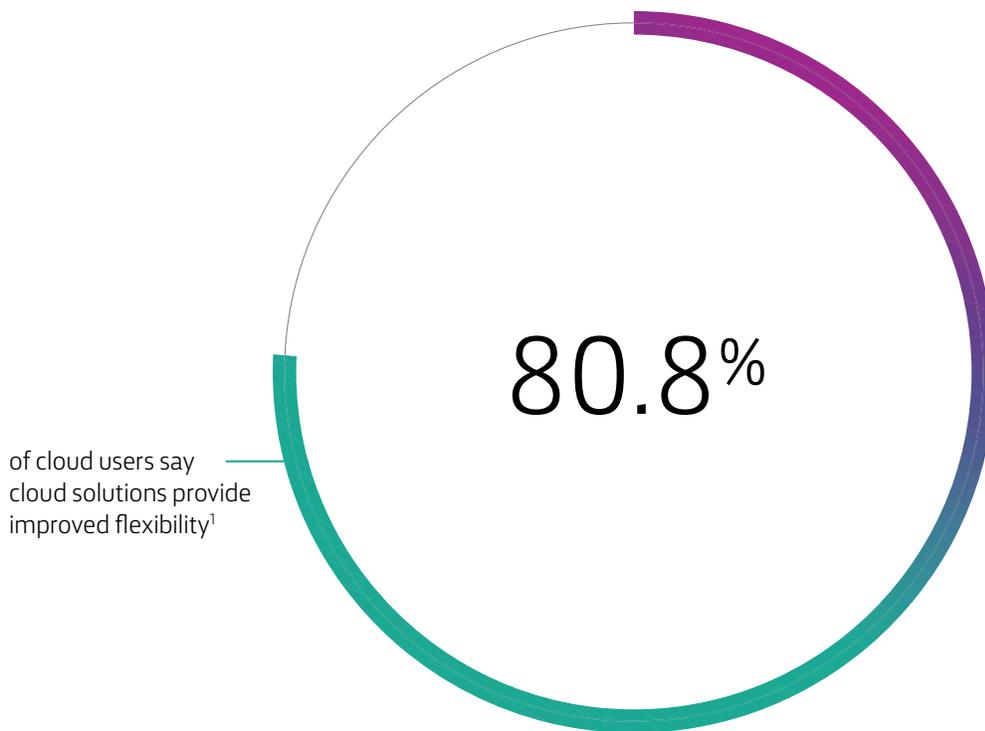
Provide a best-in-class customer experience

How your calls and web-based chats are managed and answered directly determines how your customers experience your business.

Deliver top-notch service to every customer

Centralize calls and chat sessions from your website to service more customers more efficiently with multi-channel, cloud-based contact center solution, Hosted Services Contact Center.

Hosted Services Contact Center is designed to improve call and chat management by combining them into the same integrated contact center. No longer do you need to multiple solutions to meet customers via phone or the web. By utilizing call queues or virtual waiting rooms for different departments, you can ensure callers speak to the right person every time. And, when callers are waiting on hold, they can be entertained by music or pre-recorded announcements defined by your business.

Many customers prefer web-based chat as an alternative to calling. With Contact Center Services, agents can handle voice calls, chat sessions, or both, giving you flexibility around how you manage your contact center.

Through advanced skill-based routing, calls and chat sessions can be routed to top agents and queues can be prioritized over one another for maximum efficiency.

By fully integrating with our award-winning unified communications solution, your employees get access to the features they need to deliver efficient and professional service, while your customers experience better communication and faster response times.

How does Contact Center Services deliver on your needs.

ROUTE CALLS AND CHATS WHERE YOU NEED THEM

Customize and prioritize call and chat routing to ensure customers engage with the most appropriate agent

KEEP YOUR CONTACT CENTER OPEN

Ensure calls and chats are answered even when employees are unable to make it into the office

SUPPORT A DISPERSED WORKFORCE

Locate anywhere and allow agents to work efficiently remotely and in any office location

REAL-TIME ANALYTICS

Gain insight into employee performance through real-time reporting

SCALE UP OR DOWN ANYTIME

Scale up or down and customize the solution to meet business demands

MANAGE BUSINESS NEEDS WITH EASE

Make changes to features and settings with ease through our intuitive web portal

ENSURE QUALITY AND COMPLIANCE

Ensure every call or chat is handled correctly by recording and analyzing calls and chat transcripts

ALL-INCLUSIVE SERVICE IN THE CLOUD

All the features you need for your remote, mobile and on-site locations in our secure cloud

FLEXIBLE ADMINISTRATIVE ROLES

Customize permissions to allow employees to control specific sections of the contact center

CUSTOMER OPTIONS

Offer customers the choice to remain on the line or receive a call back when an agent is available

Contact Center Services game-changing features and benefits

See historical and real-time agent activity on one customizable screen

Properly monitor productivity and call or chat volume by viewing real-time agent and queue statuses.

Instantly see how many calls or chats are in progress and how many of them are waiting.

Analyze critical inbound and outbound call and chat data to ensure optimal efficiency, including the longest wait times, number of calls and chats answered and more.
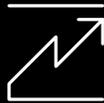
Ensure staffing and customer needs are met with advanced reporting metrics

Ensure you are properly staffed. View when your customers most frequently call or initiate chats and how many calls and chats you receive hourly, daily, weekly and monthly.

Track how long your customers are waiting on hold.

See how employees spend their time. View employee activity, including time in ready and away states, number of calls and chats answered, length of calls and chat sessions and more.

Schedule, export and save reports for future use and review.

Record calls and chat sessions for compliance, quality assurance and training

Ensure compliance standards are met by recording inbound and outbound calls and inbound chat sessions.

Store recordings and chat transcripts in our secure cloud for 30 days, and easily download, move and share files.

Encrypt all call recordings and chat transcripts with AES 256-bit key encryption for added security.

Download and store recordings offline, or utilize our optional Secure File Transfer Protocol service for longer storage needs.

+ Search recordings and chat transcripts and download for training and recognition of employee performance

+ Listen to any call, view any chat transcript, from any device

+ Built-in player—no special downloads required

Simplify employee workflows and improve productivity

We make it easy for your employees to sign in and out of their queue duty.

With intuitive agent dashboards, your agents can quickly and easily view their call and chat activity for improved performance and efficiency.

Gives managers complete visibility into the customer experience

Ensure your agents are representing your business in the best light possible.

Listen in or view live calls or chat sessions using Coach, Monitor and Barge-in features.

Get a first-hand feel of the customer experience to enhance your employee's skills.

Drastically improve your business and customer experience

Ensure consistent and quality service to every single caller or website visitor.

Project a professional company image at an affordable price.

Distribute calls and chats quickly and service more customers efficiently.

Avoid disasters by efficiently redistributing calls and chats when your office is closed.

Choosing the right package for your organization

We offer two unique packages of services.

Contact Center Package

For organizations wanting to maximize customer satisfaction, have access to in-depth reporting, allow your customers to contact you with more than just voice calls, and create a more efficient contact center overall, the Hosted Services Contact Center package will meet all of your needs.

eQueues Package

For organizations with more basic needs, eQueues may be better suited.

FEATURES	EQUEUES	CONTACT CENTER
Number of queues permitted	Up to 5	Up to 20*
Audio library	+	+
Hold treatments	+	+
Voice call queuing	+	+
Prioritized skills-based routing	+	+
Whisper announcements	+	+
Require agent confirmation	+	+
Sign-in/sign-out station button	+	+
Completed events call search	+	+
Advanced hold treatments		+
Agent coach/monitor/barge-in		+
Recording suppression		+
Conditional routing/schedules		+
DTMF handling menus		+
Agent Control Panel (ACP) with custom away status (optional)		+

*Additional charges apply.

**Includes both queues and/or conditional routes.

FEATURES	EQUEUES	CONTACT CENTER
Interactive Voice Response (IVR)		+
Customer callback		+
Outbound call center		+
Chat agents/queues**		+

REPORTING	EQUEUES	CONTACT CENTER
Inbound voice queues	+	+
Outbound voice queues		+
Inbound chat queues**		+
Agent performance		+
Agent state changes		+
Evaluations		+
Scheduled reports	+	+

RECORDING	EQUEUES	CONTACT CENTER
Queue recording		+
Recording library		+

Recording and monitoring for non-queue/contact center calls is also available with Extension Call Recording and Extension Monitoring. Inbound and outbound calls can be recorded on demand or mandatory. This service also includes a storage library and evaluation feature.

Unlike other providers, and regardless of which package is needed, we never require costly administrator seats, as all seats are provided at the same cost.

LIVE STATUS DASHBOARDS	EQUEUES	CONTACT CENTER
1-Hour summary	+	+
Current calls	+	+
Agent distribution	+	+
Queue distribution	+	+
Calls waiting		+
Calls and agents		+
Calls		+
Queues		+

PERMISSION ROLES	EQUEUES	CONTACT CENTER
Tenant Admin: Full access to all of the functionality	+	+
Group Admin: Permission to manage specific agents and queues		+
Supervisor: Access to call history and live status reports; unable to make changes		+
Agents: View of live status information		+

Safeguard your mission-critical communications

Database security
No information or data is stored on vulnerable local servers. Our databases are stored on secure servers in our cloud infrastructure—all protected by industry-standard firewalls, access control lists, authentication and authorization.

Communication security
Calls, chats, messages and meetings using the Internet are encrypted from the handset into our secure network.

Protect private health information
Our UC solution is hosted in carrier-grade data centers with strong security controls, ensuring your calls and messages are encrypted and data is protected.

[1.] 2019 Dimension Data CX Benchmarking Report