



Utility VoIP Contact Center

As the communications options for end users have evolved beyond just voice calls, customers have come to expect access to those modern methods in all daily communications, especially when interacting with businesses. This new way of consumer thinking is forcing organizations to respond to modern communications demands by reshaping their customer engagement strategies and pushing their call centers to the next level.

With Utility VoIP CC,
you'll get a platform
that performs

- Creates a more efficient and enjoyable experience for customers and agents through a broad set of fully integrated options
- Gives you the ability to communicate with your customers and prospects via:
 - Voice
 - Live chat
 - Email
 - SMS
- Integrates with CRMs
- Provides a robust Interactive Voice Response (IVR) system that gathers relevant information about customers and their queries

You'll be able to
leverage powerful
features and benefits

- Omni-channel communications, IVR surveys, and CRM integration in a single, fully integrated package
- An improved Contact Center Management experience through the consolidation of administrative information and tasks
- Drastically reduced time to resolution for both agents and customers
- Improved customer engagement through more robust communication channels and intelligent information collection

What is Contact Center

Our Contact Center (CC) solution is an evolution of call center functionalities. Over time, your organization's needs for customer engagement have likely increased in scope. Previously, customers only had voice channels for real-time communications with businesses, so call centers only needed voice capabilities. As customers' options for communications have expanded to email, live chat, and text, call centers need to respond accordingly by offering those same channels as means of modern customer engagement.

What Contact Center does

Contact Center provides your company with a powerful and flexible set of tools to enhance the customer engagement experience for any contact style including voice, text, or chat. This solution empowers your agent with instant information on their desktop about the caller which boosts human engagement, increases First Contact Resolutions (FCR) and decreases call times. Contact Center reduces overhead by helping your supervisors and agents manage resources more efficiently without sacrificing customer satisfaction. It offers a customizable experience for both administrators and agents including dashboards, reports, and screen pops with database integration. **Contact Center also integrates with nearly all platforms (PBX) and databases and can be deployed as a standalone cloud offering.**

With Contact Center you'll be able to

Contact Center empowers your agents with detailed data about your customer contacts within one interface. It has the ability to utilize CRM integrations and intelligence gathered through IVR call flows to display relevant and powerful information on the desktop to enable FCR. CC provides administrative tools for workforce management that allow your managers to offer information and tools to your agents that reduce requests for previously collected data and automate routine, time-consuming tasks.

Who can use Contact Center

Our Contact Center solution is built for organizations that want to create a pleasant customer experience through the management, monitoring, and enhancement of the entire customer engagement. Today your customers have a higher expectation of how they interact with companies in customer service, sales, accounting, and management. These expectations create higher demand for staff and technology within the business, demanding that you implement advanced technologies. Contact Center is ideal for your organization if it is struggling to meet these expectations and deliver on improved customer engagement. Regardless of industry, your business can be more successful with the implementation of a Contact Center.

How Contact Center is used

Your organization can utilize Contact Center for a number of customer engagements, the most prevalent being customer service, outbound sales, technical support, and inbound sales orders. You can implement Contact Center as simply as a small call center with voice only interactions, or as a fully featured, omni-channel call center incorporating voice, live web chat, SMS, email, IVR, custom CRM integration, and more. Contact Center can scale from 5 agents to 1,000+ with any or all of the features implemented. In short, you can use Contact Center in any way that best supports your organization's needs.