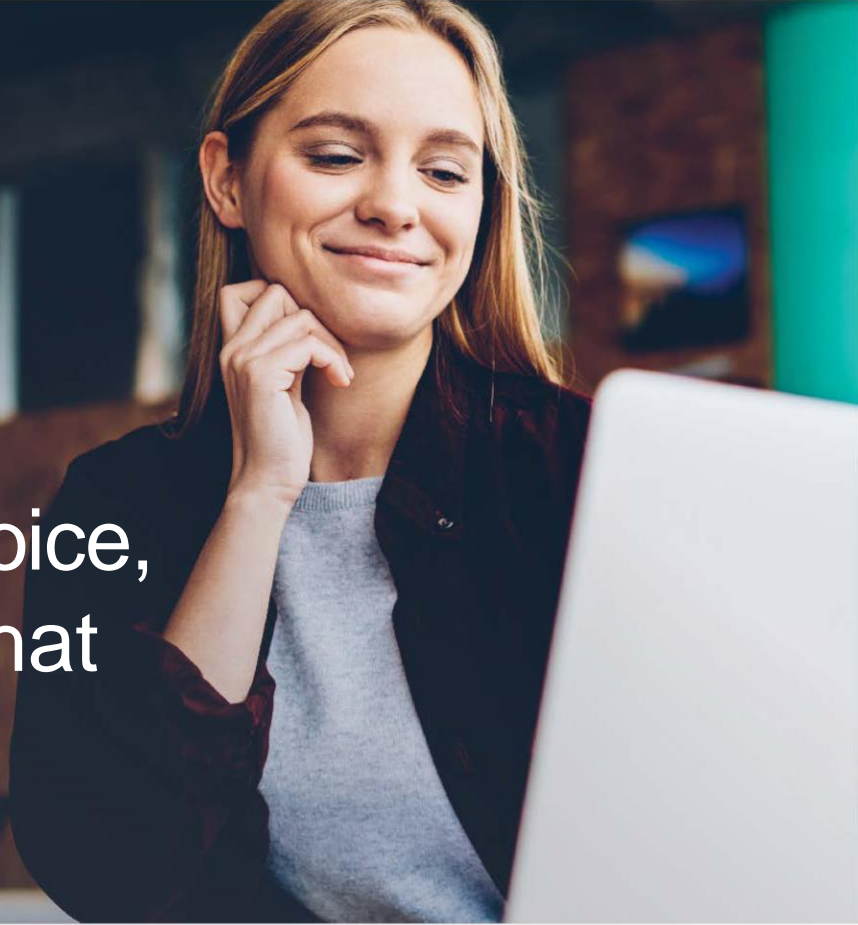Contact Center

Connect With Customers via Voice, SMS, Email, & Chat

With Contact Center, agents and managers can deliver an outstanding experience to the customer via voice, SMS, email, or web chat.

Utility VoIP CLOUD CONTACT CENTER: FEATURES

There has never been a better time for businesses to invest in the customer experience. Every customer interaction — whether conducted via voice, SMS, email, or web chat — offers your business the opportunity to increase trust and loyalty, and build lasting relationships.

The Utility VoIP Contact Center (UVCC) solution is an evolution of traditional call center functionalities and tools. Now, contact center agents and managers can streamline and automate processes while improving First Call Resolution and delivering an outstanding experience for the customer.

Agent Client

• Call Controls (Answer, End, Hold, Transfer, Conference)

• Agent Controls (Login, Logout, Ready, Wrap Up)

• Disposition Codes (with Multiple Levels)

• Unavailable (DND) Codes

• Online Directories (with Custom Widget)

• Supervisor Escalation

• Call History

• Call Recording Controls

• Custom Scripting (DNIS & Queue)

• Screen Survey Tools

• Custom Screen Layout

• Outgoing Calling Line ID Selection (with Dialer)

Supervisor Client

• Silent Monitoring (Listen)

• Whisper Coaching

• Barge-in

• Intercept / Answer Inbound Calls

• View / Change Agent Status

• Real-time Queue Monitoring / Management

• Enable Alternate Routing

• Historical Reports

• Real-time Reports

• Contact Center Dashboard

Reporting

• Dashboard

• Real-time Reports - Queue

• Real-time Reports - Agents

• Historical Reports - Queue

• Historical Reports - Agents

• Flexible & Configurable Report Scheduling and Subscriptions

• Third-party Data in Reporting (Additional Professional Services Required)

Call Recording

• Unlimited AWS Storage for Call Recordings

• Voice Recording

• Call Scoring (with Question Builder)

• Call Tagging, Search and Playback

• PCI Redaction (Using Agent Controls)

• Download / Forward Recordings

• Speech Analytics / Transcription (3rd Party)

Auto Attendant

• Single Level with IVR

• Multiple Levels (Nested Menus)

• Custom IVR with Data Dips (Additional Professional Services Required) Global Settings

• Custom Disposition Codes

• Custom Unavailable (DND) Code

• Agent Thresholds / Notifications

• Agent Default Settings

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