Manage interactions across channels

Create a high-quality inbound and outbound communications experience for your customers and employees. Our feature-rich Contact Center solution expands on basic call center functionality to deliver advanced capabilities—such as the ability to see full customer history with each interaction, no matter if it's SMS, chat, email or voice—with a clean and intuitive interface.
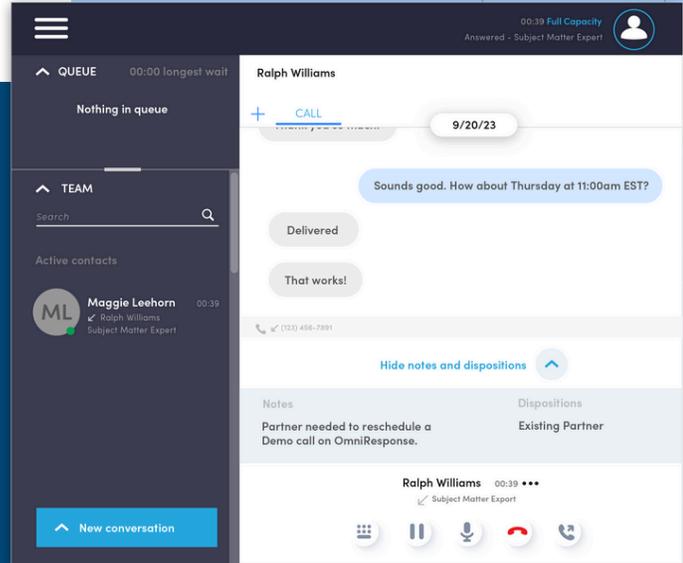
Key Features

Queue treatments

- Skills and Language based routing
- Queue actions/rules
- Call back in queue (CBIQ) and Abandoned Callbacks
- SMS Keyword Responder

Agent experience

- Web-based UX
- Downloadable client
- Browser-based softphone
- PBX phone support
- Call disposition and call notes
- DND codes (agent state)
- Screenpop/agent scripting support
- Contact history display
- Canned responses

AI-Driven Solutions

- Call transcription and summarization
- Sentiment analysis
- Topic detection and reporting

Channel types

- Voice
- SMS
- WebChat
- Email
- Facebook for Business

Quality assurance

- Call recording
- Coaching and silent monitoring
- Post-call Survey

Dashboards and reporting

- Standardize reports
- Custom reports
- Report subscriptions
- Customizable dashboard
- Real-time agent dashboards
- Queue dashboards
- Export data for external analytics

Third-party integrations

- Hubspot full integration
- CRM: Salesforce and more
- Microsoft Teams
- Cloud storage (AWS, Google, Azure, SFTP, FTPS)
- AI-powered speech services
- WFM support
- Chatbot support

Other features

- Outbound dialer campaigns (SMS, voice)
- List management with import
- Contact manager
- Single sign-on support
- Enhanced security with 2FA
- Continued expansion of industry standard features with quarterly releases
- Redundant/HA architecture for maximum uptime

CONTACT US TO LEARN MORE

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