Enable superior customer experiences, and heightened performance levels for customer care, sales, and service teams.

A simple, yet sophisticated suite of call handling and routing features combined with seamless integration into mainstream CRM applications*. Designed to deliver consistently positive customer experiences and to empower your customer care, sales, and service teams.

FEATURE HIGHLIGHTS INCLUDE:

- Supervisor call controls
- Call Queuing
- Analytics & Reporting

BETTER CUSTOMER ENGAGEMENTS

Built for Small Businesses, or for Small Teams
An inbound contact center solution for business of all sizes, combining call handling and routing features, with seamless integration into mainstream CRM applications*. Requires no CAPEX or training costs; low monthly per user cost.

Improve customer satisfaction
Smart queueing technology lets customers know how long they'll have to wait for an agent, and where they are in line. Supervisors simply use their Desktop App to listen in, coach or join ongoing calls to assist agents get quicker customer resolutions.

Increase Employee Productivity
Advanced call analytics help businesses visualize performance gaps and eliminate roadblocks to superior service within the call center.

Easy to Use & Quick Deployment
Contact Center Express users can be deployed in minutes, not days, weeks or months. Agents and supervisors are up and running quickly. Controls are Integrated right into the Intermedia Unite Desktop App.

Integrates with your existing applications
Contact Center Express functionality integrates with many of the customer management solutions and business application software that you and your customers use every day.

The addition of Contact Center Express requires an active subscription to Intermedia Unite for each agent and manager.

CONTACT CENTER EXPRESS FOR UNITE INCLUDES:

FOR CONTACT CENTER AGENTS

- Built right into Unite, delivering a single pane of glass for all your customer interactions.

FOR CONTACT CENTER CALLERS

- Smart Greetings (announces # of callers in queue, estimated waiting time)
- Automatically connects callers to the next available agent when all agents are busy with calls.
- Routes calls to organized departments such as sales, customer service, or technical support.

FOR CONTACT CENTER SUPERVISORS

- Enhanced supervisor calling abilities: monitor, whisper, and barge
- Real-Time Dashboards
- Supervisor Reporting:
  - Real-time Reports
  - Historical Reporting
  - Graphical Reports

FOR CONTACT CENTER ADMINISTRATORS

- Real-time calling statistics dashboard for desktop or wallboard display.
- Doubles the call recording storage that comes with Unite (From 400MB to 800MB).
- Pre-built integrations