



# Contact Center

## 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

#### Channel Types

- › Voice
- › SMS
- › WebChat
- › Email

#### Agent Experience

- › Web-based UX
- › Downloadable client
- › Browser-based softphone
- › PBX phone support
- › Call dispositions
- › Call notes
- › DND codes (agent state)
- › Screenpop/agent scripting support
- › Contact history display
- › Canned Responses

#### Queue Treatments

- › Skills-based routing
- › Queue actions/rules
- › Call back in queue (CBIQ)
- › SMS Keyword Responder
- › Custom routing logic support

#### Dashboards and Reporting

- › Standardized reports
- › Customizable reports
- › Report subscriptions
- › Real-time agent dashboard
- › Real-time queues dashboard
- › Export data for external analytics

#### Third-Party Integrations

- › CRM (Salesforce, Zendesk, Zoho, Shopify)
- › Cloud storage (AWS, Google, Azure, SFTP, FTPS)
- › TTS (Google, Microsoft, IBM Watson)
- › WFM support

#### Other Features

- › Outbound dialer campaigns (SMS, voice)
- › List management with import
- › Contact manager
- › Chat bots
- › Single sign-on support
- › Enhanced security with 2FA
- › Redundant/HA architecture for maximum uptime