

# UCaaS CALL CENTER SOLUTION

## CALL CENTER SOLUTION

Instantly scale call center teams to engage with customers anytime and anywhere with nexVortex's Call Center solution, a cloud-based service and part of our enterprise-grade UCaaS offering. This is the alternate solution to a traditional on-premises based system and one that allows you to have a mobile call center with robust features and reporting metrics. Stand out as a leader in delivering top-notch customer service to your clients with an array of reporting capabilities to monitor agent calls.

### CLOUD CALL CENTERS ARE FEATURE RICH AND COST EFFECTIVE.

- ✓ Bundled, integrated service – Voice, Data, and Call Center
- ✓ Advanced IVR services
- ✓ Full featured ACD
- ✓ Unified Communications
- ✓ No capital, maintenance and upgrade costs
- ✓ Network-based queuing and queues that span sites
- ✓ On-demand service
- ✓ 'Anywhere' Agents and Supervisors
- ✓ Business continuity

### FLEXIBLE SUPERVISION AND QUALITY ASSURANCE

- ✓ Flexible ACD Reporting engine
  - Centralized database of all queue and agent metrics, spanning multiple locations
  - On-demand, scheduled and customized reports
- ✓ Real-time Reporting
  - Monitor real-time activity at remote locations of remote agents
  - Monitor using mobile devices (tablets)
- ✓ Call Analytics
  - Audio mining of recordings
  - Notifications and alerts

### MONITOR TRENDS AND IDENTIFY PROBLEMS

- ✓ Monitor Agents/Queues from Anywhere
  - View status of any agent or queue from the Supervisor client
  - Monitor any call, regardless of agent location or device
- ✓ Manage Agents and Queued Calls
  - View call logs for agents and queues
  - Manage/reorder/retrieve queued calls
  - Silent monitor/barge in on calls
- ✓ Real-time and Historical Reporting
  - Real-time Dashboard of Agent/Queue activity
  - On-demand 'canned' reports of key metrics
  - Schedule reports for automatic delivery
  - Customize reports for your operation

### BENEFITS OF A CLOUD CALL CENTER SOLUTION FROM NEXVORTEX:

- ✓ Reduced costs and improves efficiencies within a business
- ✓ Enables a remote workforce for agents and supervisor roles
- ✓ Deploys easily
- ✓ Delivers a better customer experience
- ✓ Integrations of multiple applications creating a unified communication
- ✓ Various analytics reporting