

UCaaS CALL CENTER SOLUTION

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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

