nCloud Connect

Contact Center Enterprise

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CONTACT CENTER ENTERPRISE

Move your Contact Center to the cloud and experience a highly reliable, secure, and full featured solution that can be up and running in days, not months. With Contact Center Enterprise, more responsive, informed, and positive customer experiences are in your future.

| Customizable call flows and exceptional QA features help ensure more efficient interactions | Voice, chat, and email queues combine into a single omni-channel experience | Real-time customer insights speed up agent-customer interactions | Dynamic notifications extend reach while respecting audience preferences | Deep historical reporting helps drive improved future interactions |

Contact Center Enterprise improves customer interactions for businesses of all sizes and helps you to differentiate from the competition where it matters most – the customer experience. Contact Center Enterprise enables you to:

- Support multi-site contact centers and remote agents

- Keep an eye on service levels, and analyze team performance by queue, team, or agent with real-time dashboards and historical reports

- Easily manage customizable agent skillsets and statuses

- Send out post-call surveys to measure satisfaction

- Centralize the handling of calls, web chat, email, and SMS in a single application with our omnichannel capabilities

- Enhance audience engagement with outbound dialing and advanced outreach campaign capabilities

- Quickly and easily integrate with CRM and WFM systems

- And much more…

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CONTACT CENTER ENTERPRISE
CUSTOMER BENEFITS

INSPIRING INTERACTIONS

Customizable call flow ensures callers reach the right agents at the right time, while exceptional QA features deliver greater results.

Skillsets
Skills-based routing means the agent most suitable to take the inquiry is reached.

Callbacks
After a period of time, queued callers can request a callback and the next available agent will get their request. The system will wait to ensure the agent is ready before dialing – meaning better-prepared agents and interactions.

Preferred Agent Routing
You can assign a certain agent to act as "point" on complex cases; with Preferred Agent Routing, calls and chats will be routed to an agent of your choosing.

Dashboards and Live Monitoring
The Dashboards help you monitor the platform in real-time, including wait times, service levels, and much more. Live Monitoring lets you tune into specific interactions - and even take control as needed.

CUSTOMER-CENTRIC CHANNELS

Contact Center Enterprise combines voice, chat, and e-mail queues into a single, streamlined omni-channel experience.

Queues & Contact Center Agent
With Contact Center Enterprise, you can forget the idea of a "queue" being only for voice calls. The Contact Center Agent (CCA) client seamlessly integrates, voice, chat, and e-mail interactions.

IN-DEPTH INSIGHTS

Real-time access to customer status helping to deliver more informed responses that shorten times to resolution. Plus, deep historical reporting helps improve future interactions.

Customer Journey
The Customer Journey feature shows agents, right in their CCA view, the recent touchpoints for a given caller so they're up to date on where the story stands, and how they can more immediately and effectively address the situation.

Custom Reports
You can choose from hundreds of pre-built reports on call distribution, service level adherence, unanswered calls, post-call surveys, and so much more. Our Product specialists can also develop custom reports to best meet your unique needs.

OUTSTANDING OUTREACH

Contact Center Enterprise can be a profound force for customer outreach - empowering agents with tools such as dynamic notifications.

Dynamic Notifications
Turn your contact center into an outreach powerhouse. Appointment reminders to important alerts, Dynamic Notifications dramatically extend a company's reach while still respecting customer communication preferences.

CONTACT CENTER ENTERPRISE
FEATURES

	CCE AGENT
Admin Portal	√
Supervisor App	√
Real-Time Agent Status	√
Inbound Voice Channel Queues	√
Automatic Call Distribution	√
Position in Queue & Estimated Wait Times Messages	√
Supervisor Functions	√
Real Time Historical & Graphical Reports	√
Real-Time Dashboards	√
Call Recording	√
Pre-Built Integrations	√
Agent Desktop & Web Application	√
Scheduled & Custom Reports	√
Customizable IVR	√
Skill-Based Routing	√
Geo-Routing	√
Advanced Rules-based Routing	√
Custom Agent Status	√
Real-Time Customizable Threshold Alerts	√
Queued Callback & Queued Voicemail	√
Emergency Queue Bulletins	√
Post-Call Surveys	√
Text-to-Speech	√
Call Scripting	√
Outbound Voice & Blended Channel Queues	√
Outbound Dialer	√
Agent Scalability	√

ADDITIONAL AVAILABLE FEATURES

Chat Channel Queues	Add on
Email Channel Queues	Add on
SMS Channel Queues	Add on
Dynamic Notification	Add on
Schedule Manager	Add on
Evaluator	Add on
Screen Recording	Add on
Custom CRM Integration	Add on

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CONTACT CENTER ENTERPRISE
INDUSTRY BENEFITS

EDUCATION

- Scalability and flexibility to adapt for seasonal volumes
- Voice blasts or SMS notifications for emergencies

HEALTHCARE

- Efficient call triage and routing
- Appointment reminder and patient engagement
- Inclusion of specialists, nurses, etc. in call flows

RETAIL

- Include retail outlets in centralized IVRs and reports using a phone number only
- Secure-payment IVR solutions
- Outbound voice, email or SMS campaigns for sales promotions

FINANCE

- Meet cost reduction objectives
- Outbound capabilities for collections
- Advanced self-serve IVR capabilities

HOSPITALITY

- Advanced outbound reservation confirmations and delivery update notifications
- Include individual locations in centralized IVRs and reports using a phone number only

PUBLIC SECTOR

- Meet cost reduction objectives
- Centralized contact center infrastructure for full reporting visibility
- Self-serve capabilities

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CCE really helped to get my call center back on track. Automatic, scheduled reporting helps me keep up with performance and their outbound notification feature takes care of the tedious manual follow ups my agents were doing each day.

- Healthcare Contact Center Manager