

A blue circular graphic element that forms a partial circle around the text 'nCloud Connect'.

nCloud Connect

Contact Center Lite



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CONTACT CENTER LITE



Intelligent
Routing
Strategies

Prioritize
Important
Clients

Supervisor Call
Interaction

Queue and
Agent
Reporting

Inbound Queue
Recording

Contact Center Lite is an intermediate call center solution for the SMB market offering a cost effective product with standard call center features as well as quality assurance tools.

Companies that handle their own calls and rely on voicemail as a backup could be losing a significant amount of potential business. When presented with a voicemail, a majority of callers will hang up and call another company. Contact Center Lite allows callers to wait for the next available agent. No need for voicemails and call backs. Improve your customer experience and your staff efficiency by routing calls to the right team as soon as they come in.

“

My company needed to start taking on more calls and we needed a simple call center. NetCarrier was able to help us hit the ground running with their CCL product. It's easy to manage and exactly what we needed.

-Manufacturing Plant Manager

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CONTACT CENTER LITE

FEATURES

Multiple Distribution Strategies

Each queue has an individual routing strategy which determines how the system delivers the call

Available Strategies

- Agent with the most talk time
- Agent with the least talk time
- Agent longest idle
- Agent with most calls
- Random
- Ring-all agents not currently on queue call
- Round robin

Custom Audio Files

Audio can be recorded to customize the customer experience while interacting with your call center. Play recordings to outline company info, upcoming events, sales and more...

Audio File Locations

- Music on hold - maximize the wait time
- Queue welcome audio - greet customers
- Queue goodbye audio - give important info
- Queue break-in message audio - let them know their call is important

Supervisor Tools

Supervisors have the ability to monitor all aspects of the call center

Access to:

- Call Queue Activity
- Recordings
- Agent Status
- Live Calls - Monitor Agents' Calls Directly With Listen, Barge, Or Whisper (Coaching) Ability

Supervisor Reports

Supervisors have the ability to run reports for all queues agents

Available Reports

- Average hold time
- Abandon %
- Average abandoned wait
- Agent statistics: total calls offered, calls answered, calls unanswered, average call processing time, and average occupancy rate
- Max wait time reached
- Total calls inbound
- Talk time
- Count for breakaway digit