

Hosted Enterprise Contact Center Communications Services

Alleviate the Stress of Maintaining and Managing Your Contact Center

In today's workplace, implementing, maintaining, and troubleshooting a contact center can be costly and waste valuable time. Contact center deployments are complex to configure and challenging to manage. As organizations try to stay ahead of the technology curve, having a trusted and reliable IT partner is critical to success. CBTS is pleased to introduce Hosted Enterprise Contact Center (HECC), a cloud-based hosted solution that brings you real customer and business insights through a connected digital experience, all while offloading the expense of maintenance, upgrades, and hiring costly resources.

The CBTS Hosted Enterprise Contact Center solution transforms simple phone interactions to rich customer experiences using voice, web, email, and video to provide personalized, unique interactions.



Control Cost:

No upfront capital for hardware, software, or data center space is required. You pay a predictable monthly cost based on the needs of your organization.



Built-in Redundancy:

HECC is deployed with diverse MPLS circuits and redundant data centers offering maximum redundancy for the network to deliver the highest quality service.



Provision Rapidly:

Implementation occurs in a matter of weeks, not months. Deliver new features and upgrades on demand, without disrupting your business.



Focus on ROI:

With a trusted partner like CBTS, you can rely on our expertise to free your IT resources and focus on what really matters: your business.



Burstable Users:

Add burstable agents at any time to accommodate for seasonal needs. Pay only for the time these agents are active.



Real Business Insights:

Improve business insights with integrated reporting and dashboards, workforce optimization, and trackable marketing.

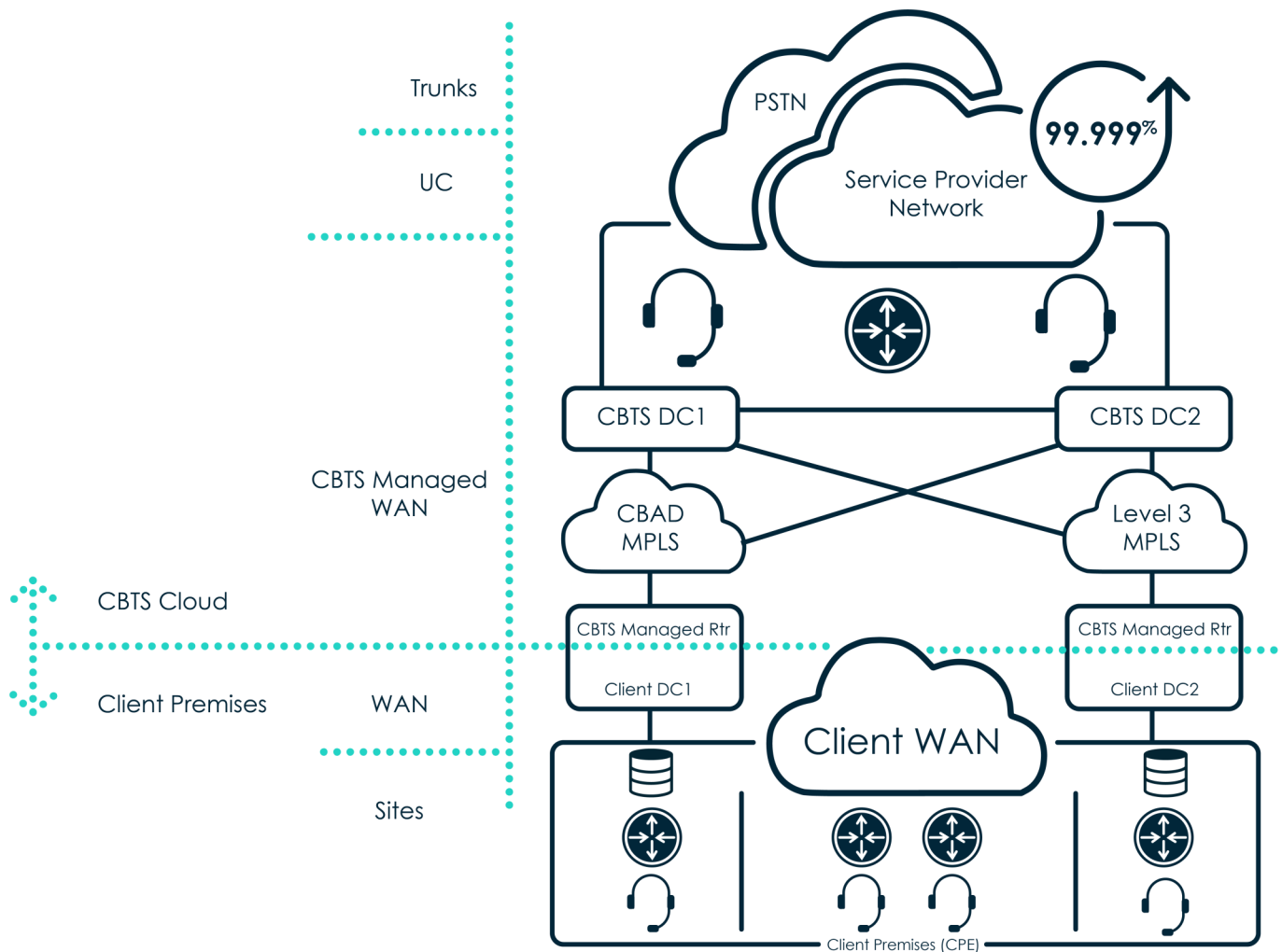
Communications, covered.

Hosted Enterprise Contact Center Solution

Contact Center Available Features

- Omnichannel agent with email, chat, voice, and social
- Cisco Finesse desktop software
- Single sign-on
- Contact center analytics and reporting
- Call queuing
- IVR integration
- Speech recognition
- Workforce optimization
- Quality management
- Precision based routing
- Outbound dialer paths
- CRM integration
- Whisper
- Chat, email, and web callback

World-Class Contact Center Design



Communications, covered.