



CXsync Cloud Contact Center

Seamless communications made easy with CXsync Cloud Contact Center

With so many ways for organizations to connect with existing and potential customers, standalone voice communications or siloed channels are no longer adequate. Customers expect an immediate, consistent, and seamless customer experience across all communication channels.

By deploying CXsync cloud contact center, organizations gain the flexibility and scalability to engage customers when and where they want. Employees deliver meaningful conversations from anywhere they work and share information across the organization through cloud-native applications integrated into our CXsync platform.

CXsync Platform Overview

CXsync is a full-featured, self-service cloud contact center platform allowing organizations to increase communications and integrated app functionality as their needs and requirements grow. CXsync is ideal for organizations with 1 to 500 contact center agents.

With the flexibility to scale at a moment's notice, CXsync can support thousands of simultaneous calls. When combined with CBTS Hosted Voice Solutions, customers can use the built-in softphone or mobile app, or have calls routed to a traditional phone.

CBTS can create custom CXsync integrations with your existing systems for a more personalized customer experience.

With CXsync, CBTS delivers unmatched:

- 100% Cloud
- Service level availability
- 24x7 support
- Network and voice redundancy

Customizing CXsync Cloud Contact Center to fit your needs

Easy agent experience

CXsync allows employees to work securely from anywhere broadband internet is available. The platform provides supervisors with the tools, dashboards, and reports to remotely monitor and assist agents with their daily tasks.

Omnichannel

Connect all contact center channels for a seamless experience, the ability to shift between channels during a session, and maintain a comprehensive record of customer communications.

CBTS delivers CXsync Cloud Contact Center as a Solution

Using the proven CBTS cloud contact center delivery methodology, CBTS ensures that customers have an operation solution that delivers business value.

Initiation: During initiation CBTS will focus on ensuring that everyone is in alignment with the project's objectives and goals. This will include identifying all the resources required to ensure a successful deployment of the CXsync platform.

Design: The foundation of our methodology is the design phase. CBTS will conduct discovery sessions with key stakeholders to identify and document use cases.

Build and test: Once the design documentation is complete, the CBTS engineers will begin the build and test phase. During this time the CBTS engineers will configure and perform functional testing to ensure that the CXsync configuration meets the requirements.

Training and user acceptance: Once the contact center has been configured, training and user acceptance testing can

Quality management

Improve caller experience with real-time call monitoring, agent scoring, and ongoing education and training.

Interactive chatbots

Reduce wait times and costs with chatbots for common interactions and transfers to agents.

Platform integration

Integrate existing platforms such as CRM, ticket management, and retail order status into CXsync to leverage those capabilities within your environment.

begin. Stakeholders will test real world situations to ensure CXsync operates as intended.

Cutover: Following user acceptance testing (UAT), training, and sign-off, CXsync is ready for production. When ready, we can activate new numbers, assist with the redirection of tollfree numbers or port existing numbers to your new contact center.

Support: CBTS will continue to support customers and assist with optimizing CXsync as your business grows and requirements evolve.

Closing: Final acceptance of CXsync platform as delivered and handoff from the implementation team to CBTS Enterprise Support Team for ongoing Call Center as a Service (CCaaS) monitoring, support, and maintenance.

From developing and deploying modern apps and the secure, scalable platforms on which they run, to managing, monitoring, and optimizing their operations, CBTS is the trusted partner businesses need to thrive in the application era.

Contact us today.

