



INCREASE REVENUE | ENHANCE EFFICIENCY | IMPROVE PRODUCTIVITY

CLOUD CONTACT CENTER

Increase revenues and build better customer relationships with FirstComm Cloud Contact Center. Our Cloud Contact Center leverages the "software as a service" (SaaS) model to deliver a customizable and easy to use call center solution.

You will have all the advanced communication tools at your fingertips that will help you in enhancing your customer experience and delivering outstanding support.

"Improve contact center operations by reducing IT reliance, streamlining workflow processes, simplifying training, and affecting better decisions through robust analytics."

Terms & Conditions Applied:

* Pricing based on 36 month term, per user per month.

- ▶ Call Center Queue Management
- ▶ Email, Chat, SMS, Social Media Queues
- ▶ IVR integration for Self Service
- ▶ Multi-Skill Routing
- ▶ CRM Integration
- ▶ Live Monitor, Whisper, Barge-In
- ▶ Call Recording (with agent notes)
- ▶ Agent Coaching & Evaluation
- ▶ Real-Time Graphical Dashboard
- ▶ Detailed Call & Agent Statistics
- ▶ Customized Contact Center Reports