The FirstComm Cloud Contact Center Solution is designed to improve contact center operations by reducing IT reliance, streamlining workflow processes, simplifying training, and affecting better decisions through robust analytics. Our robust platform ensures that your customers get the contact center features their business needs.

KEY HIGHLIGHTS

- Powerful, customizable platform with advanced features set

- Robust security features for more piece of mind

- Easy scalability at planned & unplanned call volume

- Easy-implement disaster recovery plans for all situations

- Outcome-focused routing for top notch customer interactions

- Access to real-time customer insights from every interaction

- Integration with common billing systems for enhanced experience

FEATURES

DATA CENTER	QUEUE	CALL CENTER GROUP	QUALITY MANAGEMENT	WORKFORCE MANAGEMENT	REPORTING & ANALYTICS