Consolidated communications

ProConnect.
Features and Capabilities.

CONSOLIDATED.COM / PROCONNECTYOURTEAM

ProConnect is a cloud-based service which replaces on-site PBXs and data networks with a complete Unified Communications platform. From a robust set of telephony features and remote worker capabilities, to call & contact center solutions ProConnect provides all the communication tools your business requires.

Full featured Cloud PBX

Auto-attendant · Hunt groups · Call Queues · Voicemail · Receptionist · Call park
Automatic call routing · SIP Trunking · On demand & meet me conferencing
And hundreds of other dynamic PBX features

Your staff can quickly connect with colleagues and customers at a moment's notice to discuss projects and resolve issues using advanced communication features such as instant messaging and presence. Employees can initiate conferencing with a single click, and IoS and Android applications are available to integrate their mobile phones for seamless connectivity.

Support for remote workers

Secure HD video & voice · Messaging · Screen sharing · Secure personal meeting rooms
One-click meetings · Integrated calendaring · Content Sharing

These are the essential tools that foster collaboration across remote teams. The ProConnect platform has them all, with a single sign-on and password so employees can focus on getting the job done. They work across all the devices your employees use, no matter where they are working from.

Improve your customer's experience with ProConnect Call Center

Provide fast resolution to customer inquiries by minimizing wait times and quickly moving calls as needed. With our feature rich, easy-to-use interface, agents can quickly identify and answer calls more efficiently. Our platform captures a wide range of call and agent data, providing you with insights into agent performance, contact center utilization and customer preferences.

Whether you have a large and distributed call center, in-house service centers or a small business that needs to distribute calls to work groups, ProConnect can help your drive efficiency with a flexible, reliable and affordable solution.

Automate your call center with Virtual Agents

Let Consolidated show you how you can reduce costs and provide an improved customer experience. Your customers demand fast responses and appreciate self-service options to resolve simple issues. Along with providing better service, these AI-powered virtual agents drive efficiency and help you meet compliance requirements for sensitive personal data.

Improve sales conversions with a unified omnichannel solution

Our Cisco Webex Contact Center helps you drive sales, customer satisfaction and retention. This Cloud-based SaaS offering is fully managed and enables you to provide personalized customer experiences. The central command capability helps reduce administrative overhead by allowing you to manage all operations and resources.

Complete, integrated platform

ProConnect is carrier grade, fault tolerant service that ensures high availability for your critical communication services. It comes with a wide range of flexible seat and phone options so you can tailor the service to fit your business needs. It is managed by Consolidated, freeing your IT staff to work on other initiatives providing you with a predictable monthly budgeted cost.