MOMENTUM TELECOM

Product Sheet

ContactOne

Boost your customer experience with an omni-channel and data-driven approach

Experience a unified environment for all of your customer communications that is specifically designed to lower operating costs and improve business outcomes.

Leveraging ContactOne transforms your contact center from a necessity to a vital corporate asset that delivers top line revenues and higher customer satisfaction while also reducing churn.

Benefits

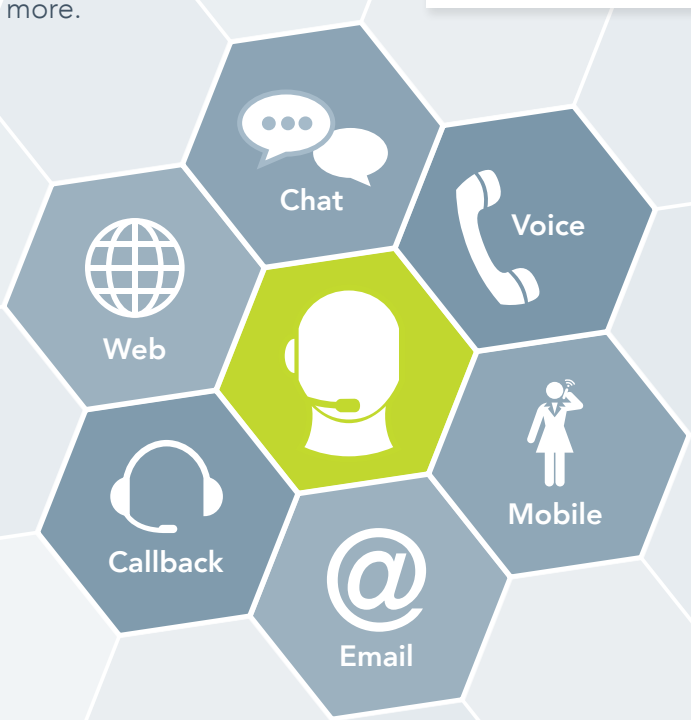
- Enhanced Visibility
- Data-Driven Customer Experience
- Unlimited Scalability
- Simplified CSR Experience
- Limitless Flexibility

FLEXIBILITY AND SCALABILITY

ContactOne is leading the way in contact center technology revolving around the cloud's flexibility and scalability. An advanced portal delivers everything a call center manager needs to be effective and efficient with the ability to adjust teams on the fly, systematically develop new skills for representatives, plug in pre-built auto attendants and more.

WEB AND VOICE CALLBACK

Deliver an enhanced customer experience by allowing customers to provider contact information while on hold in a call queue or on a web form and their number will be automatically dialed and connected to an agent at the specific time.



ENGAGE YOUR CUSTOMERS RIGHT WHERE THEY ARE WITH AN OMNI-CHANNEL APPROACH

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SOLUTIONS FOR EVERY BUSINESS

Standard Edition

A standard license provides an economical solution with a defined upgrade path and includes features like ACD global queuing and distribution, IVR, call recording and monitoring, standard reporting and voice and web call back.

Premium Edition

A premium license brings the complete and immersive omni-channel experience to your call center and, coupled with the leading features in a standard license, delivers the industry's best contact center experience.

ANALYTICS-BASED PREDICTIVE ROUTING

Bringing analytics to your call center enables you to connect every customer with the right agent with the right skills every time. Predictive technology evaluates individual customer tendencies and contact center representatives' performance and automatically matches customers with the representative best equipped to meet their needs. This provides more opportunities for improving customer service and effective upselling and cross selling.

EXPERT COLLABORATION AND COMMUNICATIONS

Speed up first contact resolution by seamlessly integrating Momentum's suite of unified communications and team communication tools to instantly collaborate between agents, managers and subject matter experts to resolve issues and improve customer experience.

Available Features

- Designate Supervisors
- Supervisor Ability to Whisper, Barge & Coach
- IVR Speech Recognition
- Customizable Reporting
- Call Recording
- Outbound Campaigns with Agent Scripting
- CRM Integration
- Quality Management
- Workforce Management
- Workforce Optimization

REAL-TIME DASHBOARDS

ContactOne provides you with instant and real-time metrics integrated from multiple processing systems and sites. These illuminating dashboards help to unify and correlate separate locations and different representatives while also providing the necessary data to make swift, informed operational changes based on traffic and performance.