ProConnect Call Center

ProConnect

80% of companies want to use the customer service as a way to differentiate themselves from their competition.* CCI's ProConnect Call Center can help you connect with your customer and meet their expectations for responsiveness.

Source: Forrester Research 2015

Improve your customers' experience with a powerful and flexible system for contacting your business.

It's easy to layer the Consolidated Communications ProConnect Call Center solution into your hosted IP telephony design. CCI's ProConnect Call Center solution will allow you to minimize customer wait time and maximize efficiency. Customers are the lifeblood of your business and your Contact Center should make sure their inquiries are handled with priority.

CCI's ProConnect Call Center Solution can benefit businesses of all sizes – whether you have a large and distributed formal Call Center, in-house customer services centers, or a small business that needs to distribute calls to work groups. This fully redundant, carrier grade system is capable of rerouting calls to alternative locations so power and equipment failures won't impact business. All features and queuing are on the provider's network. The Call Center is designed around users rather than a device so a user can receive calls on multiple devices. CCI's solution includes ACD functionality, web-based clients, reporting and call recording with analytics.

Improved Agent Productivity and Efficiency

The web-based Call Center client provides a feature-rich, easy-to-use interface that allows calls to be handed more efficiently, particularly in high volume Call Center environments. Agents can quickly identify and answer incoming calls, manage and move active calls, manage their personal availability and view their performance history. Supervisors can use the client to monitor agent and queue activity in real-time, manage active and queued calls, and run real-time and historical reports on agent and queue performance.

Monitoring, Reporting and Analytics

The ProConnect Call Center Solution provides a comprehensive set of in-depth, real-time and historical data on agent and queue activity, utilization and performance. Accessible on-demand via the web-based client or as scheduled reports delivered via email, CCI provides a broad set of reports on key performance indicators and trends to help maximize the performance and efficiency of your contact center. Additionally, the CCI Call Center allows for silent monitoring of calls. Supervisors can listen in on customer calls with or without the agent being aware of it. Calls can also be recorded and graded for review and training purposes.

Consolidated® communications

consolidated.com | 844.YOUR.CCI

103.06233 ProConnect Collaboration

ProConnect

Key Benefits

Feature Rich – You get a rich set of Hosted Voice features, ACD functionality, web-based clients, sophisticated reporting, call recording, plus advanced services like call analytics, call backs, and surveys … all available via a hosted service, so
you pay for what you need, when you need it.

Flexible – Calls are held in our network until an agent is available. You only pay for the capacity to handle active calls, and it doesn't matter where the agent is located. Agents can be at home, located at another facility, or even on their mobile phone.

Low Cost – You pay a fixed monthly fee per agent. For that price, you get Hosted Voice services, ACD services, clients, reporting, recording and everything else.

Reliable – The ProConnect Call Center solution runs in our data centers, using carrier-grade equipment and fully redundant, geographically separated servers. So your operation is never out of commission.

Consolidated® communications

consolidated.com | 844.YOUR.CCI