Consolidated communications

Solutions Overview –ProConnect Call Center

CCI's ProConnect Call Center Solution is a fully redundant, carrier grade system, 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.

Overview of Functionality

- IVR Functionality
- ACD
- Rich PBX Feature Set
- Web-based Clients
- Collaboration
- Reporting and Analytics

Targeted Employees and Pain Points

Business Owner	**Cap Ex- High costs** to purchase/operate/maintain legacy platform. **Customer Satisfaction-** Long hold times, low first call resolution **Employee Productivity-** Communication between agents is slow, staffing doesn't map to call volumes. Lost calls during transfers.
CTO/IT Manager	**Difficult to manage separate ACD platforms** – complex integration with phone system; EoM on legacy platforms; limited capabilities. **Complexity** of building ACD groups across multiple sites
Call Center Supervisor	Limited visibility of agent and queue activity – Many legacy systems provide inflexible and limited visibility into real-time data. Data is often limited to excel spreadsheets and perhaps wallboards. Unable to customize reports without excessive time/effort. Unable to quickly communicate with team members

CCI Call Center Options

Premium Contact Center

Designed to support complex high-volume contact center environments

Premium Agent $20.00/m

ProConnect

Standard Contact Center

Designed to support less complex contact center environments. Generally targeted at lower volume contact centers without complex call handling requirements.

Standard Agent $10.00/mo

Basic Contact Center

Designed to support simple call distribution and queuing. Generally targeted at non-contact center environments such as pool of receptionists or a small workgroup.

Basic Agent $5.00/mo

Contact Center Supervisor

$20.00/m

- *Flexible ACD Reporting*
- *Real-time reporting*
- *Call Analytics*
- *Comprehensive monitoring and reporting*
- *Agent Management and more*

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Call Center – Key Sales Points

Feature Rich– **Problem:** Integrating all the elements of a call center operation, and configuring the process flow is expensive and time consuming. Many Call Centers don't utilize advanced routing options, Speech-enabled IVR, Call Back services, and conditional routing because they are too complex or expensive to deploy.
Solution: With CCI's ProConnect Call Center, you get a rich set of PBX 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– **Problem:** An on-premise platform forces you to bring all the inbound calls into the facility and hold them until an agent is free. That means you need to buy enough capacity to handle your busiest traffic days, you have to pay for enough trunks to hold all your calls on site waiting for an agent, and you generally can only deliver the call to someone at the physical location, or pay to re-route the call back out to another site.
Solution: With CCI's Call Center, 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, They can be at home, located at another facility, or even on their mobile phone.

Low Cost– **Problem**: Deploying and operating an on-premise platform means purchasing SW, HW and trunks, plus paying to deploy the system, maintain the system, and upgrade the system every few years. It adds up to a lot of money
Solution: With CCI's Call Center, you pay a fixed monthly fee per agent. For that price, you get PBX services, ACD services, clients, reporting, recording and everything else. are paid for by the minute, so you also get access to advanced applications without the CapEx and OpEx. Only pay for what you use.

Reliable– **Problem:** Your call center is out of commission if calls can't reach the physical site. Plus, a premise-based ACD platform is 'enterprise-grade' and subject to downtime.
Solution: The CCI 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. Even if the site is not reachable (cut cable), we can immediately route calls to an alternate site or to an agent's mobile phone.

CCI Contact Center Differentiators

Flexible & Scalable: Full feature ACD, Unified Communications, No capital, maintenance and upgrade costs. "Anywhere" Agents and Supervisors.
Network Capabilities: Network based queuing and queues that span sites. CCI Holds queuing calls in network until agent becomes available.
Reliability: CCI data centers, redundant, geographically separated servers. Includes Disaster Recovery routing options.
IT Resources/Expertise: CCI experts can help tailor a solution to fit your business needs and support ongoing business changes and future enhancements. Our people at CCI set us apart.

Call Center Stats

80% of companies want to use the customer service/experience as a way to differentiate themselves from their competition. (*Forrester*)

69% of customers said they were on hold for too long when seeking help from a company. (*Haris Interactive*)

75% of contact centers plan to expand the use of virtual agents in 2016. (Source: Salesforce)