



COEO SOLUTIONS CLOUD CONTACT CENTER



ELEVATE YOUR CALL CENTER FROM AN INTERACTION POINT BETWEEN YOU AND YOUR CUSTOMERS TO A STRATEGIC ASSET

Our Cloud Contact Center is an advanced call center management system with more functionality than traditional hardware based contact centers, at a fraction of the cost. Cloud Contact Center leverages the “Cloud” model to deliver a customizable and easy to use call center solution that includes ACD, IVR, WFM, CTI, reports, recordings, remote agents, disaster recovery and much more.

WITH OUR CLOUD CONTACT CENTER SOLUTION YOU’LL GAIN:

COMPLETE CONTACT CENTER SOLUTION

Our industry-leading complete Cloud Contact Center solution combines technology and consulting services to deliver value-creating strategies and transform your contact center into revenue generating asset.

TRUSTED CUSTOMER RELATIONSHIPS

Whether its the last agent who generated a positive outcome or the most skilled agent, enable your customers to reach the best agent right away. With features like Enhanced Call Flow and Workflow Scripting, you will be able to provide a consistent customer experience every time.

QUALITY MONITORING & CONTROL

Ensure you’re offering high-quality customer service every time to every customer by monitoring your agent’s calls. For example, the Whisper Barge-in tool will allow your contact center supervisors to listen in on calls, and if needed, provide service advice to the agents, or barge into the call to speak to the agent and customer.

INCREASED MANAGEMENT VISIBILITY

Get a 360-degree view of your contact center by looking at the real-time dashboards and alerts captured by the Cloud Contact Center solution. Monitor your contact center statistics, call queues, service objectives, agent performance and more.

A POWERFUL, FLEXIBLE & CUSTOMIZABLE PLATFORM

