

ADVANCED CONTACT CENTER Powered by XIMA CCaaS

New Advanced Contact Center integrated with our Business Unlimited platform powered by XIMA CCaaS! Our "Contact Center as a Service" Offers:

- + A powerful tool to manage all of your inbound customer voice calls and web chat communications through one pane of glass
- + Get your business's calls and web chats to the right people at the right time using skills-based routing
- + Agent and Supervisor views, with real time monitoring of your teams' activity, historical reporting on both voice + web chat communications
- + Many other tools to advance your businesses contact center and the way that you communicate with your customers
- + Most important, it's all scalable, customizable, and easy-to-use



CONTACT CENTER AGENT FEATURES

- + Skills-Based Routing
- + IVR Call Flows
- + Queue Callback (Callback Assist)
- + Supervisor Control & Tools
- + Contact Center Agent Client
- + Realtime Wallboards
- + Historical Reports
- + Salesforce Integration
- + APIs



WEB CHAT AGENT FEATURES

- + Skills-Based Routing
- + URL Mappings
- + Templates
- + Contact Center Agent Client
- + Realtime Wallboards
- + Historical Reports
- + APIs



PRICING

- + \$70/month per Contact Center Agent
- + \$6/month per Web Chat Agent (add on to CCA only)
- + Professional Services required for design + installation

