

Not Your Average Contact Center Solution

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> \$	> \$	> 🐛 Call 1643328	8404000 - inbound 0:00.50	(860) \$55-7000	Joseph Fax(1148)	Roger Rodriguez	New Haven, Connecticut	
> Cp1 14233227000 - Holovel 0213 011355-100 Merce Meg(110) Jeffer Sector Data	> Cp1 14233227000 - Holovel 0213 011355-100 Merce Meg(110) Jeffer Sector Data	> 😢 Call 1643330	0286000 - Outbound 0:00:16	Gredit 1(1203)				
1 Cold H42333707-000-1000-00 0/07384-201 Output Month (1102) Jung Month (1	1 Cold H42333707-000-1000-00 0/07384-201 Output Month (1102) Jung Month (1	> 🐫 Call 1643331	1872000 - Inbound 0:10.50	(801) 555-1877	Mario Kelly(1182)	Eugene Valentine	Salt Lake City, Utah	Accounting
		> 😢 Call 1643335	5247000 - Inbound 0:02:12	(801) 555-1800	Mario Kelly(1182)	Jeffrey Spencer	Salt Lake City, Utah	Sales
> Col: 146334220000-minute 00013	> Col: 146334220000-minute 00013	> 🐫 Call 1643337	7074000 - Inbound 0:02:29	(801) 555-4318	Mario Kelly(1182)	Josephine Keller	Salt Lake City, Utah	Customer Service
• •	• •	> 😢 Call 1643341	1596000 - Inbound 0:01:33	(801) 555-9508	Mario Kelly(1182)	Viola Nunez	Salt Lake City, Utah	Appointments
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Collection C	Collection C	> 🐮 Call 1648345	5523000 - Inbound 0:04:20	() (307) 555-2698			Cheyenne, Wyoming	Customer Service
> Cont H4318180000 - Hebund 622.41 0.017) 584.400 More Mel(1182) Cellmont Merundez Sold Loid (S) (More	> Cont H4318180000 - Hebund 622.41 0.017) 584.400 More Mel(1182) Cellmont Merundez Sold Loid (S) (More	> 🥴 Call 1643345	5976000 - Outbound 0:05:20	Callback	(5) (307) 555-2698			Customer Service
Vic Call 14030313000-thoud 06:11 00:1354-dBA Mathematic Strate Discrete Strate Str	Vic Call 14030313000-thoud 06:11 00:1354-dBA Mathematic Strate Discrete Strate Str	> 🐛 Call 1643348	8948000 - Inbound 0:02:43		Mario Kelly(1182)	Catherine Hernandez	Salt Lake City, Utah	Customer Service
• Context NUMBER Context Numer Context Number Contex	• Context NUMBER Context Numer Context Number Contex	> 🐫 Call 1643349	9610000 - Inbound 0:02:17	(801) 555-0681	() Mario Kelly(1182)	Melinda Carney	Salt Lake City, Utah	Customer Service
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		> 📞 Call 1643351	1593000 - Inbound 0:03:40	(801) 555-8609	Jared Baker(1166)	Jeremy Mooray	Salt Lake City, Utah	Customer Service
		> 😢 Call 1643351	1982000 - Inbound 0:02:40	(801) 555-2534		Erica Frost	Salt Lake City, Utah	Main
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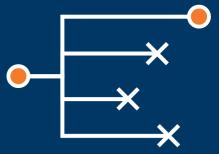


MASTER THE REMOTE WORKFORCE

Remotely manage your agents and calls. See what every agent is doing right now with Realtime Wallboards, which lets you see your agents' call activity, their status, and your queued call activity.

THEY DON'T WANT TO EXPLAIN IT. AGAIN.

When handling a customer over an extended period of time, you want them to get the best customer service possible. You can guarantee your customer gets the best available agent using skills-based routing algorithms. Additionally, Last Agent Routing dispatches a customer's email to the same agent they've already had a conversation with.





DECODE YOUR CUSTOMER BEHAVIOR

Overtake your competitors by gaining more insight into customer behavior and agent performance. The call tracking dashboard offers insights like total calls, call duration, unanswered calls, your longest call duration, and more. These kinds of metrics help you better understand your customers, how your agents are performing, and how to improve customer service.

315.624.2216

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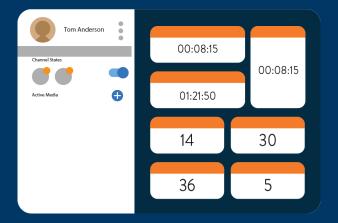


MAKE DATA DRIVEN DECISIONS

Establish your KPIs by customizing the wallboards to fit your exact needs. You can also send real time alerts through email, SMS texts, and pop screen messages to agents.

Become more strategic about call agent training with scoring and tracking tools.

=	Reports		• •	• •	
	Abandoned Calls				
	Abandoned Calls 25	Total Call Duration 00:41:00	Answered 1		rcent Answered
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MULTICHANNEL MODES OF COMMUNICATION

Contact Center Agent Client (CCAC) is a web-based interface which provides a single screen for agents to navigate different media channels. Agents can handle multiple emails and chats simultaneously, as well as add notes to call records, manage their busy time, and learn how they are performing.

MAXIMIZE RESULTS

Cradle to Grave provides an intuitive system that allows you to view everything you need. The easy-to-use tool stores and displays every event of every call that takes place within your contact center.





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