Northland
COMMUNICATIONS

ADVANCED CONTACT CENTER
Powered by **XIMA CCaaS**

Experience a seamless and powerful approach to managing your customer interactions with our integrated Advanced Contact Center and Business Unlimited platform. With our all-in-one solution, you can handle inbound voice calls, web chats, and email effortlessly from a single pane of glass.

Features:

+ Skills-Based Routing
+ IVR Call Flows
+ Queue Callback (Callback Assist)
+ Supervisor Control & Tools
+ Contact Center Agent Client
+ Omni-channel contact integration

+ URL Mappings
+ Templates
+ Realtime Wallboards
+ Historical Reports
+ Salesforce Integration
+ APIs

With numerous customizable and scalable tools, our platform can enhance your business's contact center and streamline your communication with customers. Best of all, it's user-friendly and easy to navigate.

XIMA CCaaS **Standard** License

📞 Voice only

Pricing:
+ $40/month per Contact Center Agent

XIMA CCaaS **Professional** License

📞 Voice   💬 Chat   ✉️ Email

Pricing:
+ $57/month per Contact Center Agent

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