

## Contact Centre

Move your Contact centre to the cloud and experience a highly reliable, secure, and full-featured solution that can be up and running in days, not months. With Elevate Contact centre, more responsive, informed, and positive customer experiences are in your future.

Customisable call flows and exceptional QA features help ensure more efficient interactions

Voice, chat, and email queues combine into a single omni-channel experience

Real-time customer insights speed agent-customer interactions

Dynamic notifications extend reach while respecting audience preferences

Deep historical reporting helps drive improved future interactions

**Contact Centre** improves customer interactions for businesses of all sizes and help you differentiate from the competition where it matters most – the customer experience.

Contact Centre enables you to:

- Support multi-site contact Centres and remote agents
- Centralize management from one portal, accessible anywhere, any time
- Keep an eye on service levels, and analyze team performance by queue, team, or agent with real-time dashboards and historical reports
- Easily manage customisable agent skillsets and statuses
- Centralise the handling of calls, web chat and email
- Enhance audience engagement with outbound dialing and advanced outreach campaign capabilities
- Send out post-call surveys to measure satisfaction
- Quickly and easily integrate with CRM and WFM systems
- And much more...

# ELEVATE CONTACT CENTRE CUSTOMER BENEFITS

## INSPIRING INTERACTIONS

Total customisability in call flow ensures callers reach the right agents at the right time, while exceptional QA features deliver greater results.

### Skillsets

Skills-based routing means the agent most suitable to take the inquiry is reached.

### Callbacks

After a period of time, queued callers can request a callback and the next available agent will get their request. The system will wait to ensure the agent is ready before dialing – meaning better-prepared agents and interactions.

### Preferred Agent Routing

You can assign a certain agent to act as “point” on complex cases; with Preferred Agent Routing, calls and chats will be routed to an agent of your choosing.

### Dashboards and Live Monitoring

Our Dashboards help you monitor the platform in real-time, including wait times, service levels, and much more. Live Monitoring lets you tune into specific interactions - and even take control as needed.

## CUSTOMER-CENTRIC CHANNELS

Elevate Contact Centre rolls up voice, chat, and email queues into a single, streamlined omni-channel experience.

### Queues & Contact Centre Agent

With Elevate Contact Centre, you can forget the idea of a “queue” being only for voice calls. Powered by Elevate’s Contact Centre Agent (CCA) software, voice, chat, and email interactions are all seamlessly integrated.

## INCREASED INTERACTIVITY

Build IVRs that perform any number of tasks, from common to complex. Extend the capabilities even further with custom API integration!

### IVR Control & Creativity

You can easily create custom IVRs and deploy advanced functions like variables, conditional logic, and much more. Elevate Contact Centre puts amazing power at your fingertips via an intuitive drag-and-drop visual interface. Plus, custom API integration delivers even greater functionality.

## IN-DEPTH INSIGHTS

Real-time insights get agents into context quickly, helping to deliver more informed responses that shorten times to resolution. Plus, deep historical reporting helps improve future interactions.

### Dashboards and Wallboards

View the top-level metrics that matter most to your team, any time, from anywhere - and share that data across anyone on your team who needs it.

### Custom Reports

You can choose from hundreds of pre-built reports on call distribution, service level adherence, unanswered calls, post-call surveys, and so much more. Our Product specialists can also develop custom reports to best meet your unique needs.

## OUTSTANDING OUTREACH

Elevate Contact Centre can be a profound force for customer outreach - empowering agents with tools such as dynamic notifications.

### Dynamic Notifications

Turn your contact Centre into an outreach powerhouse. From simple appointment reminders to multi-channel marketing campaigns, Dynamic Notifications dramatically extends a company’s reach while still respecting customer preferences.

## WAYS TO GET ELEVATE CONTACT CENTRE

Elevate makes it easy to address your contact Centre needs, no matter the size of your business or your requirements. We offer two plans to choose from, with the ability to add other Elevate cloud business applications to create a holistic suite of powerful tools to support your business.

Factors	CONTACT CENTRE PRO	CONTACT CENTRE ELITE
CC License Type	Concurrent Seats*	Concurrent Seats*
UC Bundling Sold with Elevate	Sold with Elevate OR Standalone	Sold with Elevate OR Standalone
Admin Portal	●	●
Supervisor App	●	●
Real-Time Agent Status	●	●
Inbound Voice Channel Queues	●	●
Automatic Call Distribution (ACD)	●	●
Position in Queue & Estimated Wait Time Messages	●	●
Supervisor Functions (Monitor, Whisper, Barge-in)	●	●
Real-Time, Historical & Graphical Reports	●	●
Real-Time Dashboards	●	●
Call Recording	●	●
Pre-Built Integrations (Dynamics,Salesforce, Zendesk, Slack) <sup>1</sup>	●	●
Agent Desktop & Web Application	●	●
Scheduled & Custom Reports	●	●
Customisable IVR	●	●
Skill-Based Routing	●	●
Geo-Routing	●	●
Advanced Rules-Based Routing (Last agent, Preferred agent etc.)	●	●
Custom Agent Status	●	●
Real-Time Customisable Threshold Alerts	●	●
Queued Callback & Queued Voicemail	●	●
Emergency Queue Bulletins	●	●

Post-Call Surveys	●	●
Text-to-Speech	●	●
Call Scripting	●	●
Outbound Voice & Blended Channel Queues	●	●
Outbound Dialer (Scheduled Power Dialing)	●	●
Elastic Demand Support <sup>2</sup>	●	●
Chat Channel Queues	Add-on (+£)	●
Email Channel Queues	Add-on (+£)	●
Dynamic Notification (Voice and Email) <sup>3</sup>	Add-on (+£)	●
Schedule Manager	Add-on (+£)	●
Evaluator (QA Templates & Scoring)	Add-on (+£)	●
Screen Recording	Add-on (+£)	●
Custom CRM Integration	Prof. Services (+£)	Prof. Services (+£)
Custom WFM Integration		Prof. Services (+£)
Custom IVR Integrations & Selfservice applications (DB Data Dips, Intelligent Routing, Payment IVRs etc.)		Prof. Services (+£)
Speech Recognition Integration		●

#### CONTACT Centre CONCURRENT SEAT USAGE

Inbound Domestic (Contact Centre Usage)	Unlimited	Unlimited
Outbound Domestic (Contact Centre Usage/Dialer)	6,000 mins/month per concurrent seat	6,000 mins/month per concurrent seat
Toll-Free Inbound/Outbound	As per toll-free bucket/per minute	As per toll-free bucket/per minute

\* Number of users signed-in

1. For Advanced & Elite, includes SFDC Classic, Lightning (no click to call), Dynamics, Zendesk & Slack integrations

2. CC Bursting limited to 50% of subscribed seat capacity. Billing will be for peak concurrent sign-ons during period- no min. usage duration and be reflected on next bill cycle.

"Burst & release" model - billing in advance for next period reflects subscribed seat count (not previous period's peak). Does not apply to Unite named user services.

3. Desired channels add-ons (Email) - sold separately

**QUESTIONS? CONTACT US TODAY!**