

**Optimize the customer experience with enhanced interactions, deeper insights, and more efficient resolutions.**

## **Enhance Your Integrations, Insights, and Customer Engagement.**

Contact Center Gold package offers IVR, skills-based call routing, and historical reporting. You also get the option to add full omni-channel capabilities, to take the conversation well beyond just voice.

Feature highlights include: Skills- and rules-based routing, scheduled & custom reports and queued callbacks & voicemails

## **Deliver Superior Outcomes**

### **Power Efficient Interactions**

Features like skills-based and rules-based routing help customers get the right answer, from the right person, at the right time. Your customers – and your KPIs - will thank you.

### **Realize Richer Insights**

Real-time reports are terrific for managing in the moment. Sometimes, though, you need to see trends and patterns over time. Contact Center Gold helps you get there, with more reporting tools, report scheduling, and historical reporting.

## Intelligently Direct Inquiries

With the Gold package, you can customize IVRs to streamline the flow of inquiries and deliver faster resolutions.

## Engage Customers Across Multiple Channels (add-on)

Not all customers pick up the phone. Our email, chat, and SMS channel add-ons let you take the conversation further. Add only the channels you need now, and add more later.

## Contact Center Gold Includes:

### For Contact Center Callers:

- Smart Greetings (announces # of callers in queue, estimated waiting time)
- Automatically connects callers to the next available agent. Places the caller on hold when all agents are busy with calls.
- Routes calls to i) organized departments such as sales, customer service, or technical support, or ii) Agent based on specific skillset or geography
- Customizable IVRs let you map out call flow to deliver efficient routing and resolutions

### For Contact Center Agents:

- Desktop & Web Application – single pane of glass for all communications
- Outbound power dialing feature drives proactive outreach
- Queued Callbacks and Voicemails make for structured, efficient follow-ups
- Custom Agent Status

### For Contact Center Supervisors:

- Desktop & Web Application
- Enhanced supervisor management abilities: monitor, whisper, and barge
- Supervisor Reporting:
- Agent/Group Activity Reporting
- Historical Reporting
- Call queue and active call reports
- Report Scheduling

## For Contact Center Administrators:

- Real-time calling statistics dashboard for desktop or wallboard display.
- Integrations with CRMs
- Customizable Interactive Voice Response (IVR) helps direct your customers to the right agent or information.
- Routes calls according to Administrator specifications: Last Agent, Preferred Agent, etc.
- Outbound Dialer with voice & blended channel queues (add-on)
- Real-time Customizable Threshold Alerts
- Emergency Queue Bulletins
- Post-Call Surveys
- Text-To-Speech
- Call Scripting
- Elastic Demand Support\*

