

Fully-Featured, Powerful and Complete End-to-End Cloud Contact Center

Superior Customer Care

Customers expect their calls to be answered quickly and their issues to be resolved promptly. Whether your contact center has a few or even hundreds of agents, meeting this demand requires specialized software.

Increase Productivity and Reduce Costs

The CT Contact Center hosted contact center solution is designed to improve contact center operations by reducing IT reliance, streamlining workflow processes, simplifying training, and affecting better decisions through robust analytics.



Superior Customer Care

Teams CCAAS Overlay

Customers expect their calls to be answered quickly and their issues to be resolved promptly. Whether your contact center has a few or even hundreds of agents, meeting this demand requires specialized software. CT Cloud Contact Center empowers customers with a full-featured, powerful and complete end-to-end cloud contact center solution. Customers can expect their calls to be answered quickly and their issues to be resolved promptly. Whether your contact center has a few or even hundreds of agents, meeting this demand requires specialized software.



Full-Featured, Powerful, and Complete

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Data Center

- 24/7 network monitoring
- Geographical survivability
- Automatic software updates
- On-demand Scalability
- Certified PCI DSS 3.0 SSAE 16

Call Center Queues

- Call center queue management & virtual queuing
- Inbound voice queues
- Outbound & blended voice queues
- Automated call-back & click-to-call
- Email, chat, SMS, social media queues
- Automated threshold SMS/email alerts

Call Center Group

- Multi-skill routing
- IVR integration for self service
- Agent call-flow scripting
- CRM Integration (CTI)

Workforce Management

- Forecasting & scheduling
- Vacation automation & shift-trade portal
- Schedule optimization
- Real-time adherence view & reporting

Quality Management

- Call recording (with agent notes)
- kLive monitor, whisper, barge-in
- Agent & web chat logs
- Screen recording with playback
- Agent coaching & evaluation