Communications Technologies, Inc's Cloud Contact Center

Powerful, Full-Featured & Complete End-to-End Cloud Contact Center Solution

Increase revenues and build better customer relationships with Communications Technologies Inc's Cloud Contact Center. Our Cloud Contact Center leverages the "software as a service" (SaaS) model to deliver a customizable and easy to use call center solution. You will have all the advanced communication tools at your fingertips that will help you in enhancing your customer experience and delivering outstanding support.

Increase Revenue

With Intelligent Skill Based Routing, you will be able to provide a profitable customer experience every time. You will have the ability to quickly connect callers to agents with best skills to help them, allowing you to maximize every revenue opportunity.

Enhance Efficiency & Performance in your Contact Center

Decrease your operating costs by efficiently managing your staff. With our Native WFM tool, you will be able to produce optimum schedules that are aligned with your business goals and customer needs. As a result, you will eliminate the risk of under or over staffing and ensure that agents with right skills are scheduled at the right time.

Increase Customer Satisfaction & Enhance Customer Loyalty

With over hundreds of reports at your disposal and the ability to create custom reports, you will be able to get a 360-degree view of your customer interactions and determine why your customers are contacting you. This valuable information will allow you to predict customer behavior and plan accordingly, resulting in increasing customer satisfaction and loyalty.

Improve Agent Productivity

Increase your agents' ability to provide first call resolution by ensuring that every agent is following best practices for resolving any customer issue using our flexible work-flow agent scripting tools. More productive agents means you can serve your

Industry Insight

Today's contact centers are under pressure to contribute significantly to top-line revenue and bottom-line profit. Loudhouse research found 69% of strategic decision makers within the US believe the contact center is a "business-critical revenue generator" and that contact centers can deliver increased revenue per transaction and better returns on marketing investment through improved conversion rates, up-selling and cross-selling.

Data Center Feature Highlights

- 24/7 Network Monitoring
- Geographical Survivability
- Automatic Software Updates
- On-Demand Scalability
- PCI DSS 3.0 & SSAE 16 Certified

Queue Features Summary

- 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 Features Summary

- Multi-Skill Routing
- CRM Integration (CTI)
- Agent Call Flow Scripting
- IVR Integration for Self Service (Read/Write)

Quality Management Summary

- Call Recording (with Agent Notes)
- Live Monitor, Whisper, Barge-in
- Agent & Web Chat Logs
- Agent Coaching & Evaluation

Workforce Management Summary

- Forecasting & Scheduling
- Schedule Optimization
- Vacation & Shift Trade Automation
- Real-Time Adherence View

Reporting & Analytics Summary

- Real-Time Stat Display & Wallboard
- Real-Time Graphical Dashboard
- Custom Agent Activities
- Custom Multi-Level Dispositions
- Detailed Call & Agent Statistics
- Scheduled Reports
- Customized Contact Center Reports

24/7 Network Monitoring:
Our dedicated team ensures industry leading standards for security, availability and reliability. We have 24/7/365 network monitoring that ensures 100% availability.

Geographical Survivability:
Geographically dispersed throughout North America, our data centers provide maximum disaster preparedness. Operating 24/7, our data centers provide support to any connectivity and application needs.

Automatic Software updates:
Get the latest features and functionality without the hassle of costly software and hardware upgrades. Your contact center software is set to update automatically at no cost to you.

On-Demand Scalability:

Our no-contract fee structure means that you only pay for what you use. Now you can easily increase or decrease agent seats depending on your business needs.

Inbound Voice Queues:

With inbound voice queues, you will have the ability to setup multiple simultaneous call queues to meet your business needs. Now you can guide your customers to the right agent every time.

Outbound Voice Queues:

Give your agents the ability to handle a mix of call types. With Cloud Contact Center solution, your agents can be configured to receive any mix of inbound and outbound voice calls based on their skill set.

For example: An agent could be configured to handle inbound calls from an individual queue as the highest priority, and to have the system generate outbound calls for them if they have no incoming calls.

Automated Call-Back & Click-to-Call:

Improve your customer service by giving your customers the ability to call-back and click-to-call. With automated call-back feature, your customers will have the ability to receive a call back instead of holding on the line for the next agent. With click-to-call, you will be able to offer call back service triggered by a web click.

Email, Chat, SMS & Social Media Queues:

Allow your customers to contact you via email, chat, text and social media, and easily manage these interactions with the Cloud Contact Center solution.

Automated Threshold SMS/Email Alerts:

Automated alerts will enable your contact center supervisors to receive SMS and/or email alerts if a service level threshold is crossed.

We're committed not only to maintaining industry-leading service standards, but also to choosing the greenest ways to run our business. Using Saddleback's solution for our customer service teams allows us to achieve both.

Denise Austin
President & CEO
ecobee

The reporting functionality, features, and usability differentiate this solution from anything currently available. Saddleback's Cloud Contact Center is a well-established, robust solution that addresses a wide range of customer needs.

Warren Reyburn
Vice president of Operations
Line Systems Inc.

Saddleback's Cloud Contact Center has been a great addition to our Help Desk! The application is easy to manage, and we receive all our calls without issue. They deliver first class service without charging first class rates!

Michael Smith
Help Desk Manager
Ureach Technologies

Multi-Skill Routing:

Our Multi-Skill Routing navigates through the callers in queue and efficiently directs them to the agent with the right skill set to help them. The system makes sure that all calls are always routed to the best available agents with highest proficiency.

CRM Integration:

Integrate the Cloud Contact Center solution with your back office CRM or ticketing systems, and route CRM calls based on information retrieved from the CRM.

Example: When a customer calls, they are prompted to enter an order number if they have an existing order. The Cloud Contact Center solution queries the CRM to determine which agent last spoke with the customer. The call can then be routed to the agent that last spoke with the customer.

Agent Call Flow Scripting:

Provide your agents with an extremely rich multi-tiered scripts or workflow that will enable them to provide consistent customer service every time.

IVR Integration for Self Service (Read/Write):

The Cloud Contact Center includes a powerful and flexible Interactive Voice Response (IVR) solution that provides robust routing functions as well as integration to back-office systems for customer self-service such as online bill pay, purchasing and much, much more.

Call Recording (with agent notes):

Your agents and managers can review any call anytime to ensure that they are following your company's quality standards.

Live monitor, Whisper, Barge-in:

With Live Monitor, you can monitor live agents and customer interactions. You will be able to see the real-time status of your call center agent, queues, IVRs and more.

Improve customer experience with whisper and barge-in features. With whisper and barge-in features, you will be able to assist your agents and improve customer service quality.

Agent & Web Chat:

Our chat feature will allow your agents and supervisors to communicate with each other without putting callers on hold, resulting in a faster and more efficient call resolution. Plus supervisors will have the ability to broadcast important updates to multiple agents simultaneously.

Companies using our solution:

Agent Coaching & Evaluation:

With tools like agent scoring, your supervisors will be able to easily evaluate and coach agents, and monitor agent performance to see if his/her skills are improving.

Forecasting & Scheduling:

The Forecasting & Scheduling tool will enable you to eliminate overstaffing and understaffing situations. By learning from previous scheduling needs and by analyzing historical trends, you will be able to plan accordingly for your future staffing needs.

Schedule Optimization:

Now your supervisors will have the ability to easily produce optimal work schedules for their agents by balancing shift changes, work routines, breaks, agent skills and service-level goals.

Vacation & Shift Trade Automation:

With Shift Trade Automation, your agents can easily trade their shift with other team members. Your agents get a detailed view of their and their team's shifts, and can initiate and complete a shift trade with just few clicks.

The robust Vacation Automation tool will enable your supervisors to set vacation limits for any given day. With a detailed view highlighting all the available vacation days, your agents will no longer have to guess if they can take a day off or not.

Real-time Adherence View:

Your supervisors will able to see what is happening in the contact center in real-time, and will be able to promptly respond to any deviation from the expected activity. Now your supervisors will be able to make changes and address problems before they even occur.

Real-Time Stat Display & Wallboard:

Monitor status of your queues quickly and efficiently to make sure you are meeting your service level standards. With Wallboards, your team can view the overall performance of the entire contact center and be aware of the service goals.

Real-time Graphical Dashboard:

Monitor crucial call center metrics and track agent performance in real-time. Now you will have valuable insights at your fingertips that will enable you to make decision resulting in improving customer service.

Custom Agent Status Settings:

Agent status is the most efficient way to show your entire team what each agent is up to and whether or not they are available to take calls. With Custom Agent Status Settings, your agents can go beyond the traditional "Available" or "Away" statuses. Now your agents will have the ability to set status settings while being in "Available" or "Away". For example: If your agent is in training but is available to take customer calls, he/she can set a custom status that indicates what activity they are currently in progress while being "Available".

Custom Multi-Level Dispositions:

Who called your contact center? What did the customer call about? What transaction did the customer perform? Now you can answer these questions and more through our Custom Multi-Level Dispositions. Get detailed data regarding the customer's call and track the outcome of the call from start to finish. This powerful feature will enable you to aggregate data into actionable insights.

Detailed Call & Agent Statistics:

Manage and improve agent performance by using real-time performance data. Your call center managers will have all the detailed statistics needed to track agent efficiency as well as queue efficiency. Plus, by analyzing detailed agent statistics, you will be able to decrease operational costs by having the right amount of staff present and eliminate the problem of over or under staffing at your contact center.

Scheduled Reports:

Where are my agents spending the majority of their time? What is my call abandon rate? Are my agents meeting the service levels? Now you can answer these questions and more with scheduled reports. You will get access to vital contact center metrics, performance data and other KPIs that you need to assess and review in order to make informed decisions.

Customized Contact Center Reports:

With our reporting tool, you will be able to get customized reports in a matter of minutes. As no business is alike, we work with you to create custom reports to get you the data you need to efficiently manage your contact center operations.

About **Communications Technologies, Inc.**

Communications Technologies, Inc. provides businesses VoIP and traditional (TDM) phone systems nationwide. Located in Chesterfield, CTI has developed relationships with local and national carriers which provides added benefit to businesses looking to move, add or change carrier services.

Communications Technologies, Inc.

contact us 636-537-7200
address 18110-E Chesterfield Airport Road, Chesterfield, Missouri 63005
email info@cti-stl.com
web www.cti-stl.com