

# Intermedia® Contact Center

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

Customizable 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

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

- Support multi-site contact centers 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 customizable agent skillsets and statuses
- Centralize the handling of calls, web chat, email, and SMS in a single application with our omnichannel capabilities
- 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...

\* According to Frost & Sullivan's 2019 Cloud Contact Center Market Analysis

## INTERMEDIA CONTACT CENTER CUSTOMER BENEFITS

### INSPIRING INTERACTIONS

Total customizability 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

Intermedia Contact Center rolls up voice, chat, and e-mail queues into a single, streamlined omni-channel experience.

### Queues & Contact Center Agent

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

### INCREASED INTERACTIVITY

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

### Auto-Attendant Studio

You can easily create custom auto-attendants and deploy advanced functions like variables, conditional logic, and much more. Intermedia Contact Center 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.

### Customer Journey

The Customer Journey feature shows agents, right in their CCA view, the recent touchpoints for a given caller so they’re up to date on where the story stands, and how they can more immediately and effectively address the situation.

### 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

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

### Dynamic Notifications

Turn your contact center 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.

## THREE WAYS TO GET INTERMEDIA CONTACT CENTER

Intermedia makes it easy to address your contact center needs, no matter the size of your business or your requirements. We offer 3 plans to choose from, with the ability to add other Intermedia cloud business applications to create a holistic suite of powerful tools to support your business.

INTERMEDIA CONTACT CENTER <b>EXPRESS</b> <small>(avail. 10/2019)</small>	INTERMEDIA CONTACT CENTER <b>PRO</b>	INTERMEDIA CONTACT CENTER <b>ELITE</b>
O V E R V I E W		
<p><b>The Contact Center Made Simple:</b>                      Cost effective voice-only contact center capabilities, available directly from the Intermedia Unite™ desktop application.</p>	<p><b>Extend your Contact Center Capabilities:</b>                      A flexible solution providing advanced contact center capabilities to increase customer satisfaction at scale.</p>	<p><b>Optimize your Customer Experience:</b>                      A complete omni-channel contact center solution with powerful integrations capable of delivering the ultimate customer experience.</p>
D E S C R I P T I O N		
<p>Voice only call queuing, agent reporting, and management.</p> <p>ONLY sold integrated with Intermedia Unite.</p>	<p>Full-featured, omni-channel capable contact center platform.</p> <p>Sold with or without Intermedia Unite.</p>	<p>Best-in-class, omni-channel contact center platform with custom integrations.</p> <p>Sold with or without Intermedia Unite.</p>
M A R K E T		
<p>Businesses looking to build a basic, cost-effective, voice-only contact center.</p>	<p>Companies who need to optimize interactions and connect with customers via multiple channels.</p>	<p>Organizations using 2+ channels, with sophisticated inbound / outbound customer interaction flows that require a tailored solution to meet their business needs.</p>
F E A T U R E S		
<ul style="list-style-type: none"> <li>• Inbound Voice Queues</li> <li>• Supervisor functions including monitor, barge, and whisper</li> <li>• Real-Time &amp; Graphical Reports</li> <li>• Call Recording</li> <li>• And More!</li> </ul>	<p>All Contact Center Express functionalities, plus:</p> <ul style="list-style-type: none"> <li>• Scheduled, Historical, and Custom Reports</li> <li>• Customizable IVRs</li> <li>• Skill-Based, Geo &amp; Rule-based Routing</li> <li>• Email, Chat, and SMS channels add-ons</li> <li>• And More!</li> </ul>	<p>All Contact Center Pro functionalities, plus:</p> <ul style="list-style-type: none"> <li>• Chat, email, and SMS Channel Queues</li> <li>• Outbound Notification Campaigns (Voice, email &amp; SMS)</li> <li>• Schedule Manager</li> <li>• QA Evaluator Templates &amp; Scoring</li> <li>• Custom CRM Integrations</li> <li>• Advanced self-service IVR applications</li> <li>• And More!</li> </ul>