

# contact center

Powered by InterMedia

## The Only Powerful, Flexible and Customizable Platform Built Right Into the Network.

### HIGHLIGHTS OF THIS FEATURE-RICH CLOUD SOLUTION

#### OMNICHANNEL ENABLED

- Automatic Call Distributor
- Interactive Voice Response
- Integration of Digital Channels
- Preferred Agent Routing
- Last Agent Email Routing

#### BUSINESS INTELLIGENCE

- Customized Reports
- Real-Time Display & Bulletins
- Custom Multi-Level Dispositions
- Real-Time Graphical Dashboard
- Custom Agent Activities

#### UNSURPASSED RELIABILITY

- 24/7 Network Monitoring
- On-Demand Scalability
- Geographical Survivability
- Maximum Disaster Preparedness
- Service Provider Integration

#### WORKFORCE OPTIMIZATION

- Forecasting and Scheduling
- Multiple Interaction Recordings
- Live Monitor, Whisper, Barge-In
- Agent Coaching & Evaluation
- Real-Time Adherence



#### COST SAVINGS:

Our cloud contact center leverages a Software as a Service (SaaS) model to deliver a customizable, robust, and easy to use platform without the need for any upfront costs or expensive equipment. And with automatic software updates at no additional

cost, you'll always have the latest and most advanced contact center tools and technology at your fingertips.

#### IN-NETWORK INTEGRATION:

Unlike most over-the-top software solutions, InterMedia's unique partnership with FirstLight enables your cloud contact center to become part of your unified communications by integrating directly within FirstLight's network; delivering increased reliability, superior voice quality, and faster more accurate resolve times.

#### QUALITY MONITORING & CONTROL:

Ensure you're offering high-quality customer service every time to every customer by monitoring your agent's calls. For example, the Whisper Barge-In tool will allow your contact center supervisors to listen in on calls, and if needed, provide service advice to the agents, or barge into the call to speak to the agent and customer.

#### INCREASED MANAGEMENT VISIBILITY:

Get a 360° view of your contact center by looking at the real-time dashboards and alerts captured by the cloud contact center solution. Monitor your contact center statistics, call queues, service objectives, agent performance and so much more.

Discover what an integrated cloud contact center can do for your business. Talk to us today!