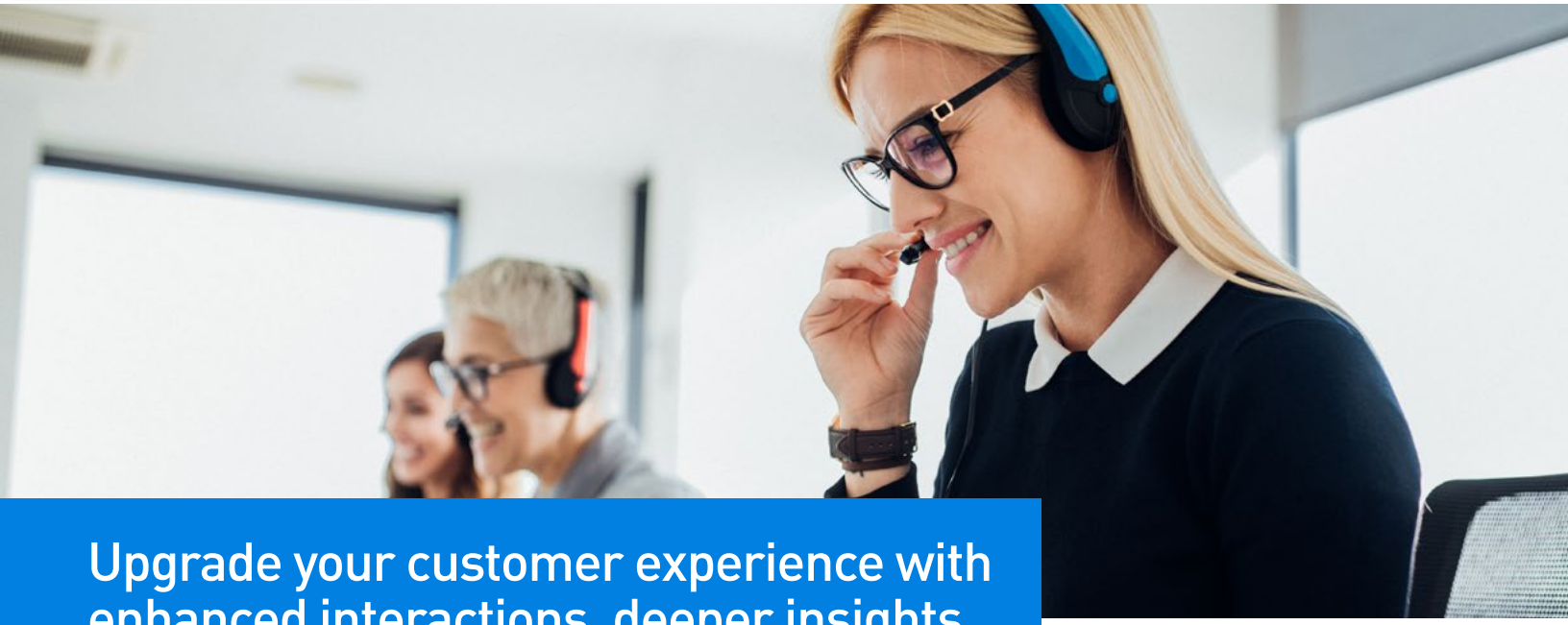


Upgrade your customer experience with enhanced interactions, deeper insights, and more efficient resolutions.

ENHANCE YOUR INTERACTIONS, INSIGHTS, AND CUSTOMER ENGAGEMENT

Contact Center Pro package offers self-service capabilities, skills-based call routing, and historical reporting. You also get the option to add full omni-channel capabilities (SMS, Chat, Email), to take the conversation well beyond just voice.

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

DELIVER SUPERIOR OUTCOMES

Faster Customer Connections and Resolutions

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

More Insights for Better Service Quality

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

Intelligently Direct Inquiries

With the Pro package, you can customize call flows using Interactive Voice Response (IVR) to streamline the flow of inquiries and deliver faster service.

Greater Communicaiton Convenience (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 PRO INCLUDES:

FOR CUSTOMERS

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 1) organized departments such as sales, customer service, or technical support, or 2) Agent based on specific skill set or geography
- Customizable IVRs let you map out call flow to deliver efficient routing and resolutions

FOR FRONTLINE USERS

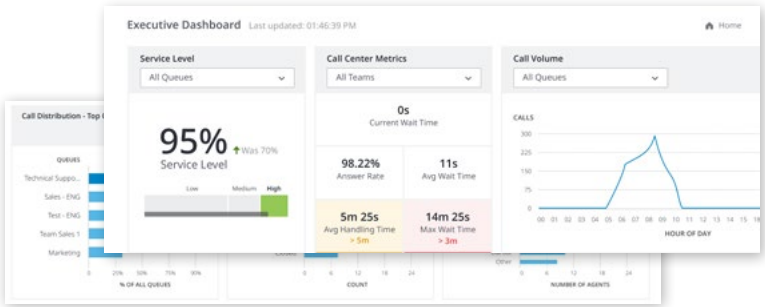
- Access to integrated employee collaboration and advanced call handling within Elevate
- Desktop & Web Application – single pane of glass for all communications
- Outbound power dialing feature drives proactive outreach
- Queued Callbacks and Voicemails make for structured, efficient follow-ups
- Custom Agent Status

FOR SUPERVISORS

- Desktop & Web Application
- Enhanced supervisor management abilities: Monitor, Whisper, and Barge
- Supervisor Reporting:
  - Agent/Group Activity Reporting
  - Historical Reporting
- AI-powered call recording transcription and analysis with sentiment tagging*
  - Call queue and active call reports
  - Report Scheduling

FOR ADMINISTRATORS

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



* Pro subscribers must purchase transcription time for call recording transcription and analysis in 5-hour blocks per concurrent agent. Blocks must be purchased for each concurrent agent in subscriber's account.

QUESTIONS? CONTACT US TODAY!

VCP Solutions Inc

201-749-4400

support@vcpsolutionsus.com
www.vcpsolutionsus.com