

Contact Center

Product Overview

ConnX Contact Center is a next-generation cloud contact center solution inspired by customers and architected for business. Designed and built from its foundation as a Software-as-a-Service (SaaS) cloud solution, ConnX Contact Center's best-of-breed platform architecture brings your business the innovation, flexibility, scalability, and agility of the cloud without sacrificing security. As a cloud-based subscription, ConnX Contact Center enables rapid time to market and time to new revenue while minimizing upfront capital investment. The following benefits can be made into reality with ConnX Contact Center.



Features & Benefits

Routing & Incoming Caller Features:

- Supports voice, email, social and chat channels
- Touch-tone IVR
- Inbound and outbound voice
- Intelligent Skill-based routing and queueing
- Longest available agent routing
- Capacity-based team routing
- Callers can hear Position in Queue
- Callers can hear Expected Wait Time
- Voice Callback – Callers can optionally leave their number for a callback instead of waiting
- Self-Service Channels for Voice, Chat including Multilingual Text to Speech (TTS), ASR and DTMF
- SMS, WhatsApp, Facebook Messenger channels
- Email and Web Chat Media
- Music-on Hold (.wav format)

Administrative & Supervisor Features:

- Management Administrative Portal
- Supervisor Dashboards
- Supervisor Monitor, Barge-In and Coaching
- Standard & Customizable Reporting
- Multi-channel Reporting and Analytics
- Real-time & Historical Reports Storage
- Drag & Drop Flow Builder
- Built-in Disaster Recovery
- Single Sign-On (SSO)
- Standard CRM Connectors
- Campaign Management for Outbound Campaigns
- CRM and CTI Integrations including Microsoft Teams
- Payment Card Information (PCI) compliant
- Payment Card Industry Data Security Standard (PCI DSS) Compliant

Agent Features:

- Agent interaction history across all channels (voice, email, chat and social)
- Call prioritization based upon agent skillset
- No limit to the number of skills assigned per agent
- Agent Wrap (Manual or Automatic)
- Wrap Up Codes / Idle Reason Codes
- Browser-based agent desktop with ability to install as desktop app
- Support for agent accessibility and low-vision/vision-impaired users
- Multi-language support for agent desktop, management portal and analyzer
- Remote agent support using PSTN phones and mobile phones
- Built-in Noise Reduction
- Browser toaster notifications and notifications setting configurations
- Screen Pops
- Basic Outbound Preview Dialing
- Call Recording with 1 month of storage with Agent ability to pause and resume recording
- Calls to Agents that are unanswered are rerouted to a different agent

Optional Services:

- Workforce Optimization



ConnX Contact Center: Native Cloud Architecture - Agile & Secure

- Reduce Complexity and Expense
- Enhance Productivity and Lower Total Cost of Ownership
- Bring Security and Unlimited Visibility, Flexibility, and Scalability
- Speed to Deploy New Functionality Drastically Reduced Compared to Premise-based Contact Centers





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Why Choose ConnX

Routing and queue management

ConnX Contact Center intelligently distributes calls across:

- Teams and agents in multiple sites
- Remote agents

Routing strategies can be created to leverage skill assignments at the team or agent level.

Agent availability and skill sets are accurately matched with customer priority, value, and needs. Agents are more productive, and customers are better served.

From a simple, user-friendly interface, supervisors can change routing strategies without knowing complex scripting languages. This allows customer organizations to maximize resources and respond quickly to changing conditions. Modifications to routing strategies take effect immediately and can be applied to current calls in queue. With ConnX Contact Center, calls are queued in the cloud network, not on-premises based equipment. This approach provides substantial savings in telecom hardware, toll charges, and bandwidth. The ability to centrally manage contact center resources on a global level eliminates variances in queue times among sites and lowers administration expenses.

Complete collaboration portfolio

Contact center agents can rely on the support of cross-department, cross-functional subject matter experts—all with a common goal of providing delightful customer experiences—the first time, every time. With available ConnX collaboration tools for messaging, calling, meetings, and even headsets and phones, agents benefit from a common user experience. Organizations and administrators benefit from ease of management of contact center and collaboration tools and users through a single admin console. Whether you're a new business creating your first contact center, a medium-size business looking to improve contact center operations, or a large enterprise needing visibility and control over multiple contact center sites, ConnX Contact Center empowers you to deliver the future of customer experiences.

DIGITAL FIRST CUSTOMER EXPERIENCES: WHAT THEY WANT, WHEN THEY WANT IT

With support for text / SMS, social media, chat, email, and calling contact options, customers can connect through the channel (or channels) of their choice. Voice and chat AI-powered Virtual Agents give customers options for natural, fast, and easy 24/7 self-service.

Next-generation, fully customizable platform

A micro services-based, cloud-provider-agnostic platform provides enterprise-grade horizontal scalability and rapid feature innovation and deployment. Business user-focused tools such as a drag-and-drop flow control builder empower flexibility and management without burdening IT resources. Integration with business applications such as Salesforce, Microsoft Dynamics, and Zendesk reduce context switching. Cloud data analytics power real-time and historical reporting and dashboards for business optimization.

The result:

Accelerated feature delivery, reduced IT support overhead, and improved security and compliance.

Intuitive agent experiences and AI-powered agent assistance

An extensible, intuitive agent desktop provides an ideal central command center for agents to provide the best possible customer experiences. Its fresh, modern, widget-based design allows administrators to provide all the tools an agent might need in a single interface. Optional integrated ConnX Workforce Optimization provides tools for workforce management, quality management, and workforce analytics.

The result:

Increased first-call resolution, agent satisfaction, and retention



+1-609-438-6100



connxsales@connxai.com