Contact Center

A Contact Center **Solution** that works for you**.**

Improve the customer experience and enhance loyalty.

ANALYTICS

SCHEDULED REPORTS

SMS CAPABILITY

All of the benefits of a cloud based contact center ultimately come back to this all-important one: improving customer satisfaction. A feature rich easy-to-use solution will add value and deliver a smooth customer experience.

Most of the contact centers in operation today are running on old technology and contact center software that can't keep up with the way customers and businesses now communicate. A cloud-based contact center is a modern alternative to on-premise contact centers using the latest in communications technology.

With a data rich dashboard, you can easily monitor metrics like call times, satisfaction ratings, and average wait times. You can also generate historical reports, gauge department performance, and more. Then, use the data to constantly improve your offerings.

beaverUC

(780) 836-4569
(780) 926-9555

PO Box 124, North Star, AB
T0H 2T0

beaveruc.ca
bws@beaveruc.ca

Remove Limitations

A hosted phone contact center solution allows you to hire agents from all over the country, even the world. This drastically widens your prospective employee pool, enabling you to select the best people for the job, not just those within commuting distance. The hotdesking support feature allows for multiple office workers on different shifts to share a single physical phone.

Complete Control & Access

The quick access web portal allows you to make changes on the fly at any time. Modify your messaging, prompts, and hold music to deliver better results. The portal also provides detailed calling reports and a supervisor dashboard.

Supervisor Flexibility

Gain better control of how your contact center works by viewing detailed reports or listening to active conversations. Supervisors can also whisper to any of the registered operators or barge in on the call altogether. This feature proves especially useful for training new agents or assisting them when needed.

Expand your Customer Service Capabilities:

- Simple cloud-based deployment
- Lower total cost of ownership
- Flexibility and scalability to meet your needs now and in the future
- Latest customer service innovations without expensive and time-consuming maintenance costs
- State-of-the-art capabilities with zero up-front capital investment

Contact Center Display & Dashboard

A fully customizable feature, with the ability to share boards publicly. View your metrics and SLAs at a glance with an easy-to-read graphical dashboard included at no extra cost. Use a pre-defined layout or configure your own with our easy-to-use drag-and-drop editor.

SMS & Your Contact Center

As technology changes so does customer engagement. Being able to reach your customers through multiple channels is important in a world so focused on technology, convenience, and productivity. Our system has complete SMS integration for call queues, allowing agents to interact with customers through our phone portal Chat-to-SMS feature. Using fully configurable keywords and response messages, you're able to interact with your clients easily whether your business has 3 or 300 employees.
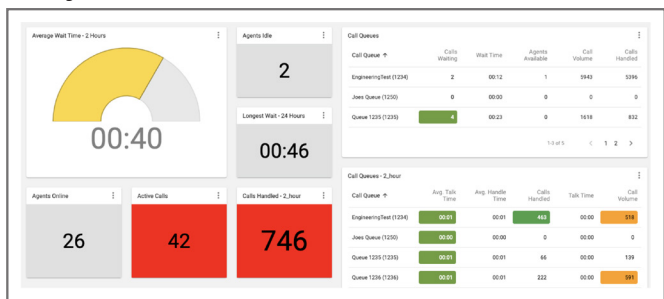
Call Center Agent View
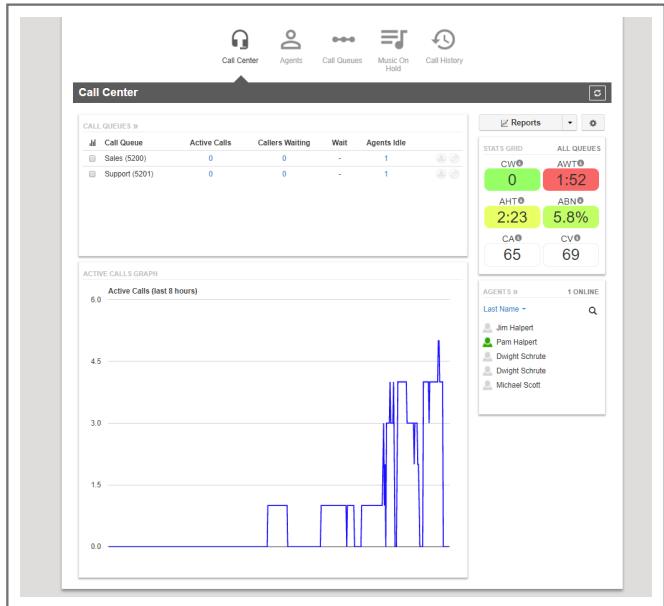
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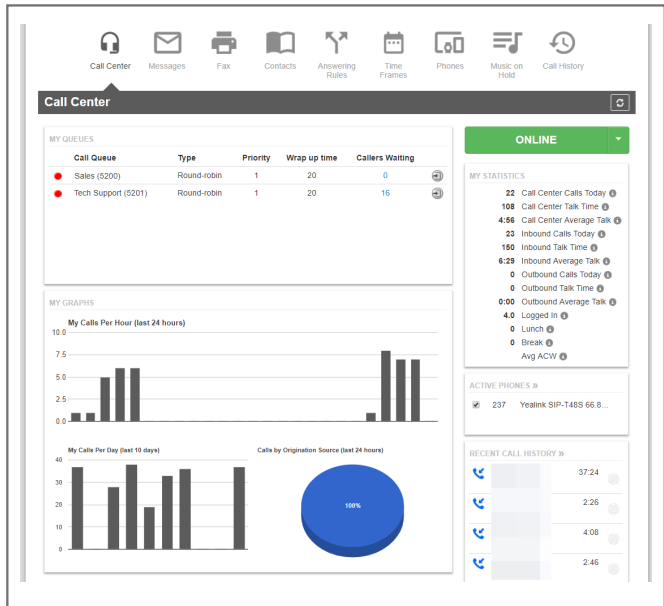
Analytics Dashboard

Some of these optional features come at an additional cost