



Hosted Contact Center

VOXOX BY TELCENTRIS  YOUR BUSINESS. UNIFIED.™

The Hosted Contact Center solution is a feature rich cloud based call center service for outbound & inbound call centers.

Why a Hosted Solution?

The Hosted Contact Center helps businesses stay connected to their customers by providing an innovative solution for inbound and outbound call management.

With a suite of applications, the Hosted Contact Center provides the same features and functionality only previously available to enterprises by implementing on-premise equipment. Whether you're a business with a five seat call center or a 500 seat (or more) enterprise with a distributed workforce, the Hosted Contact Center can be configured to meet your needs.

Benefits of our Contact Center Solution

- **Savings** - Low Total Cost of Ownership (TCO) with minimal upfront investment and low monthly calling rates for the service and for your inbound and outbound calls.
- **Simplicity and Speed** - Turnkey solution that layers easily into your existing infrastructure.
- **Integration** - Multimedia platform is integrated with phones, desktops and instant messaging.
- **Efficiency** - Licensed according to your business needs, you pay only for the number of seats you require and can quickly scale up as you grow.
- **Transparency and Control** - Easy to use reporting and unified monitoring is available from a central web-based dashboard and can give you a real-time view into your productivity.
- **Flexibility** - Flexible service plans and virtual office configurations, make an agent by agent design possible with a truly customizable solution, regardless of their location.

A Service that Maximizes Productivity

Providing the flexibility needed for today's contact centers, the Hosted Contact Center gives you more options. Whether your business includes home based agents or centralized call centers, you can design your contact center to be optimally aligned with your business.

Customized and flexible plans designed for the size and objectives of your business are available to elevate your customer satisfaction levels and save you money.

Features that Empower Your Work Teams

- CRM Integration, including Salesforce.com®
- Call Recording
- Automatic Call Distribution (ACD)
- Predictive dialing
- Preview Dialing
- Skills-based routing
- Geographic call distribution
- Click to Talk website integration
- SIP Soft phone
- Real-time call detail monitoring and reporting
- Comprehensive Supervisor Monitoring
- Touch Tone Queue Events and IVR (Interactive Voice Response)
- API call control integration
- Hosted solution eliminates the need for costly on-premise services
- Custom scripting

Contact us today at 866.612.VOIP (8647), or email us at sales@telcentris.com for a free quote to learn more.

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