UCaaS Enterprise
Call Center Solutions

Instantly scale call center teams to engage with customers anytime and anywhere with BCM One's Call Center solution, a cloud-based service and part of our enterprise-grade offering called UCaaSone™ Enterprise. This is the alternate solution to a traditional on-premises based system and one that allows you to have a mobile call center with robust features and reporting metrics. Stand out as a leader in delivering top-notch customer service to your clients with an array of reporting capabilities to monitor agent calls.

Cloud Call Centers are feature rich and cost effective.

- Bundled, integrated service – Voice, Data, and Call Center
- Advanced IVR services
- Full-featured ACD
- Unified Communications
- No capital, maintenance and upgrade costs

- Network-based queuing and queues that span sites
- On-demand service
- 'Anywhere' Agents and Supervisors
- Business continuity

Benefits of a Cloud Call Center Solution from BCM One:

- Reduces costs and improves efficiencies within a business
- Enables a remote workforce for agents and supervisor roles
- Deploys easily
- Delivers a better customer experience
- Integrations of multiple applications creating a unified communication
- Various analytics reporting

Flexible Supervision and Quality Assurance

Flexible ACD Reporting engine
- Centralized database of all queue and agent metrics, spanning multiple locations
- On-demand, scheduled and customized reports

Real-time Reporting
- Monitor real-time activity at remote locations of remote agents
- Monitor using mobile devices (tablets)

Call Analytics
- Audio mining of recordings
- Notifications and alerts

Monitor Trends and Identify Problems

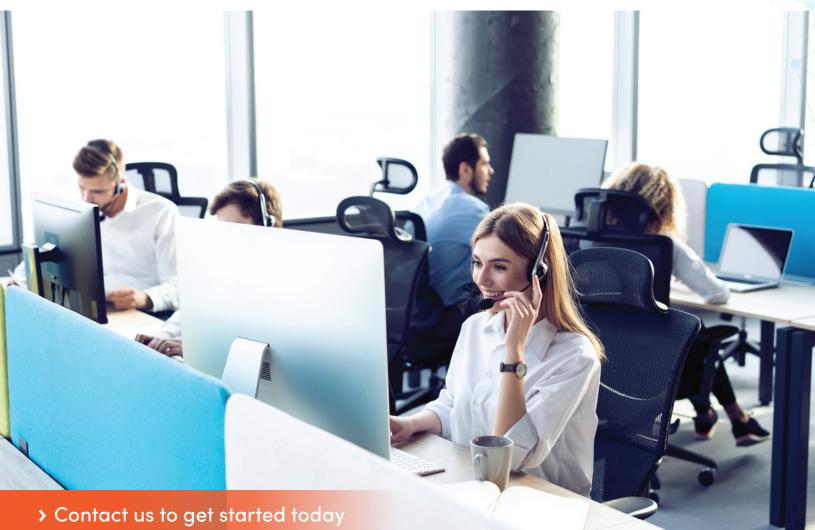**Monitor Agents/Queues from Anywhere**

- View status of any agent or queue from the Supervisor client
- Monitor any call, regardless of agent location or device

Manage Agents and Queued Calls

- View call logs for agents and queues
- Manage/reorder/retrieve queued calls
- Silent monitor/barge in on calls

Real-time and Historical Reporting

- Real-time Dashboard of Agent/Queue activity
- On-demand 'canned' reports of key metrics
- Schedule reports for automatic delivery
- Customize reports for your operation

> **Contact us to get started today**

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