bcm|one™
NextGen Communications. Managed Services.

UCaaS Enterprise
Call Center Solution

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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

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

Benefits of a Cloud Call Center Solution from BCM One:

› Reduced 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