



# 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 UCaaS One™ 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