

Smart Contact Center

Smart Choice Communications understands the importance of providing the best customer service experience possible. Smart Contact Center grants your agents the flexibility and convenience to operate more efficiently, and gives your callers a reliable platform to find the answers they seek.

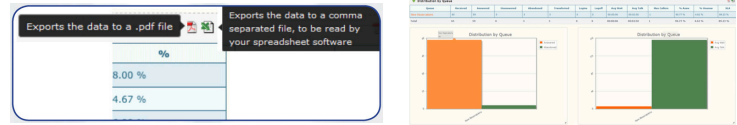
Smart Contact Centers are a great way to manage waiting calls and create a convenient system for your customers and your team. Using advanced real-time analytics and reporting, you can monitor agent activity to help make data-driven decisions that can improve performance and boost productivity. You can even set up IVR and self-service options to allow callers to reach their destination quickly without going through an operator or receptionist. Our Click to Call extension gives you the ability to go from browsing to conversing seamlessly, allowing you to make phone calls directly from your Chrome browser with just one click. Plus, Smart Call Center can be integrated with your CRM, so customer accounts and information are easily accessible to your agents at any time.

Features

- Call Conferencing
- Call Reporting via Email, Phone or SMS
- Customizable Reports
- Data Importing
- DNC Compliance
- Historical/Real-Time Reporting
- Spy, Whisper and Barge
- Cloud-based ticketing solution
- Predictive Dialing
- Text-to-Speech
- Toll-Free Numbers
- 24x7x365 Live Answer
- PDF, Excel Export, HTML5 Charts
- Call Recording
- Customizable Contact Center Greeting
- Call Escalation
- Agent Status Display
- Call Park and Drag & Drop Calls

Additional Features

Contact Center Analytics and Monitoring to view, filter and monitor detailed of call activity statistics



Smart Contact Center Callback instead of waiting on hold

Active Callback Member List

SP/office-6000	50 calls taken
SP/office-6004	34 calls taken
SP/office-6004	0 calls taken
SP/office-6007	30 calls taken
SP/office-6034	27 calls taken
SP/office-7372	38 calls taken

Waiting Calls List

1	(212) 600-0000	(for 5s)
---	----------------	----------

View Call Data through On-Screen Popups and Manage Calls Via Omni Portal

Smart Choice Communications ★

Telecommunications Service Provider

Address: 16 W 45th St, New York, NY 10036

Phone: (212) 660-7300

Hours: **24/7** Open 24 hours

Sat	Open 24 hours
Sunday	Open 24 hours
Monday	Open 24 hours
Tuesday	Open 24 hours
Wednesday	Open 24 hours
Thursday	Open 24 hours

CRM Integration



Smart Contact Center is your virtual phone answering and routing

Agent Status

Agent	State
Agustin	Ringing
Nicolas Gudino	Outbound Call (on BREAK since 793524 secs ago)
Soporte Paula	Not in use

Route callers to specific departments

Search for name or extension

Extensions

Starz	Inwood Pharmacy Demo phone	Inwood Pharmacy De
Polycom VV5600	Polycom VV5600	Polycom VV5600
SP-590	Onco ATA Arincq	CS20 790

Custom Contact Center groups to instantly add or remove agents.

Live Queue Data at 15:29:35

Queue	Carrier Queue
Strategy	ringatt
Waiting Calls	0
Active/Logged On Members	4
Hold Time	5s
Talk Time	2m 21s
Completed Calls	5,833
Abandoned Calls	419

Active Queue Member List

SP/scoffice-6007	300 calls taken (last 2017-06-07 15:12:19)
SP/scoffice-6006	423 calls taken (last 2017-06-06 14:32:58)
SP/scoffice-7372	443 calls taken (last 2017-06-02 13:25:00)

Interactive Voice Response (IVR)

