



Product Sheet

Contact Center as a Service (CCaaS)

Fusion Connect for a Superior, Customer-Centered Contact Center

A Scalable Cloud-based Solution

Fusion Connect Call Center delivers Contact Center as a Service (CCaaS) services that fits your business. From standard offerings, to feature-rich, end-to-end, omnichannel capabilities. Improve your customer experience while reducing costs, with services from Fusion Connect.

Fusion Connect CCaaS Includes:

Predictive Dialer

Proactively connect with current and prospective customers – tripling or quadrupling connect rates over manual dialing.

Automatic Contact Distribution (ACD)

Route inbound calls to agents based on caller data, IVR selection, business hours, and agent skills to optimize each caller's experience.

Omnichannel

All-in-one digital customer engagement solution that includes popular messaging apps, SMS, social media channels, and chatbots.

Monitor / Coach / Barge

Allow supervisors or managers to listen in on live calls. Enable supervisors to speak directly to agents during calls without the caller hearing. Also, supervisors can join the call, effectively creating a 3-way conference with the agent and the caller.

CRM Integration

Integrates with Sales Force and Microsoft Teams. Provides Screen Pops for any CRM or Website.

Screen Recording

Capture agents' desktop activity during calls. Let synchronized playback of voice and screen recordings provide the context you need for a complete picture of every customer interaction.

Quality Management

Efficiently evaluate customer interactions and provide agents with actionable feedback.

Interactive Voice Response (IVR)

Create IVR call routing flows for a better customer experience.

Helpful Guides

Help customers, and agents, with an AI-powered knowledge base.

Designed for Cost Savings

Pay for What You Need

Calls queue in the network, so you avoid excess lines and trunks at each location.

Support

24/7/365 Support is included, so you avoid maintenance and support contract costs.

Simplified Management

No hardware or software to maintain.

Optimized for Hybrid Workforce

Work with a mix of on-site staff as well as remote, part time/ temporary, and offshore agents.

Contact Center Service Offerings

Fusion Connect offers three powerful contact center services to meet today's business needs. Add internet, voice, and collaboration platforms for a complete solution from a single provider – making billing and vendor management easier for you.

Contact Center Service Features

- 3rd Party Application Integrations
- ACD (Automatic Call Distribution)
- Call Forwarding
- Call Recording
- Conference Call
- Hunt Groups and Ring All
- IVR (Interactive Voice Response)
- Microsoft Teams Integration
- Outbound Dialer
- Outbound Engagement & Campaigns
- Omnichannel (Messaging, SMS, Social Media, Chat)
- Post Interaction Surveys
- Quality Management
- Real-time Dashboards & Historical Reporting
- Salesforce Integration
- Screen Recording
- Voicemail
- AI Chat Bots / Virtual Agents *
- Call Flow Creation Tools *
- Business Intelligence *
- Workforce Management *

* Optional or 3rd Party integration available. Contact us for details!

Take Your Contact Center Anywhere

With Fusion Connect's Unified Communications your call center workforce can take calls from any location, any device, any time. Talk to about us using Microsoft Teams or Cisco Webex for your calling services within one centralized app available to use on just about any device - from desktop computer to mobile smartphone to desk phone.





Additional Services Complimenting
Contact Center as a Service

- ✓ [Unified Communications \(UCaaS\)](#)
- ✓ [Calling for Microsoft Teams](#)
- ✓ [Operator Connect](#)
- ✓ [Calling for Cisco Webex](#)
- ✓ [Hosted VoIP](#)



Visit www.fusionconnect.com to learn more.

Or, contact a Fusion Connect Business
Consultant today at **888-301-1721**.

