

Finding the perfect prospect

Contact Center **Challenges:**

Financial Battles

- Time-consuming and expensive CapEx decisions (hardware, maintenance, etc.)
- Company cannot afford adequate disaster recovery
- Upgrades are viewed as "nice" but not critical

Operations Issues

- Challenges in multiple locations (support, staff)
- Seasonal call volume and reliability issues
- Complex routing struggles
- Non-integrated data (WFM, WFO, CRM) handicaps company insight

Innovation Struggles

- Painful upgrades
- Solution is always playing catch up to the customer's needs
- Agent motivation issues

What to look for:

Companies with contact centers integrated into their offerings:

Hosted PBX, Telecom reseller, voice/data communications provider and even consultants

Customers with technology:

Nearing end of life or simply unable to keep pace

Verticals: In clear need of a modern contact center, such as Healthcare, BPO and Financial Services



Installs in under 30 days



Scales from 10 agents to 10,000



Intelligent routing Integrates with many CRMs & PBXs

Conversation Starters:



On a scale of 1 to 10, how do you feel your current platform handles seasonal spikes or fluctuations in new business?



Would you like to support agents in multiple locations, including "At Home"?



What if I told you inContact is helping customers manage budget constraints for new equipment?



Does your current Disaster Recovery Plan put you back online in minutes?



On a scale of 1 to 10, how well does your current solution support channels such mobile, chat and social media?



What is your company's action plan for integrating multiple solutions into one system?



Contact Routing

Complete contact routing and blended dialer for IB/OB:

- ACD
- IVR
- CTI
- Email & Chat
- Speech Recognition
- Dialer



Workforce Optimization

Full suite of solutions to increase agent productivity and efficiency:

- Workforce Management
- eLearning
- Survey
- Recording
- Quality Management



Telecommunications

Carrier grade network offering low-cost, redundant call handling options:

- TDM
- VoIP
- Toll Free
- Recording
- Quality Management
- Local DID