

# Cloud Contact Center

## Incredible agility and efficiency.

MetTel's Cloud Contact Center is a unified contact center solution, which can be deployed without an expensive and risky "rip and replace" approach. Whether you are a new business creating your first contact center, a mid-sized business looking to improve contact center operations, or a large enterprise needing visibility and control over multiple contact center sites and systems, MetTel has a contact center solution that will fit your needs.

### Key Benefits

#### MAXIMIZE BUSINESS OUTCOMES

Easily improves sales conversions, revenues, retentions, customer satisfaction scores and first call resolutions.

#### REDUCE CALL ABANDON RATES

Uses a global queue that routes calls based on real-time data about call volumes, resource availability and other variables.

#### IMPROVE PERFORMANCE

Centrally monitors the business and operational performance of agents, teams, sites, systems and outsourcers in real-time.

#### LINKS TO SALESFORCE

Improves the productivity of agents, managers and administrators by running all contact center operations as an embedded app within the Salesforce sales and service clouds.



#### IMPROVES PRODUCTIVITY

Performance is optimized by dynamically determining the best route for each interaction.



#### INCREASES SALES

More engaged customers means more effective marketing campaigns.



#### GROWS CUSTOMER RETENTION

Providing the best help to customers the first time means they stay loyal customers.



#### EXPANDS CUSTOMER EXPERIENCE

Provides a consistently personalized customer experience globally.



Increase in  
agent productivity

## Additional Benefits

### REDUCED ADMIN OVERHEAD

Manages all contact center operations, resources and interactions from a central command center in the cloud. You can use what you have because our system works with your existing systems and infrastructure.

### SMART CLOUD ROUTING

Cloud Routing Edition can even route interactions to distributed "on premise" systems.

### PERSONALIZED EXPERIENCE

Centrally queuing voice, email and chat so that the same routing rules are applied across the entire contact center.



"Saved us **\$3,000,000** a year by giving us complete visibility into our outsourcers' performance in real-time."

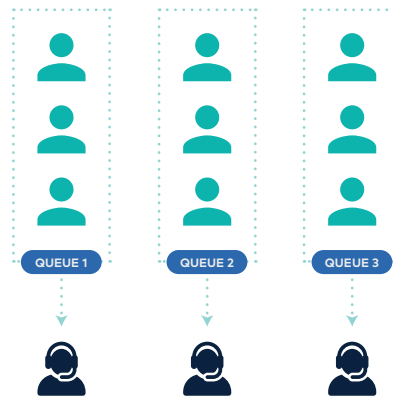


"Lowered our average speed-of-answer from **40 to 6 seconds.**"

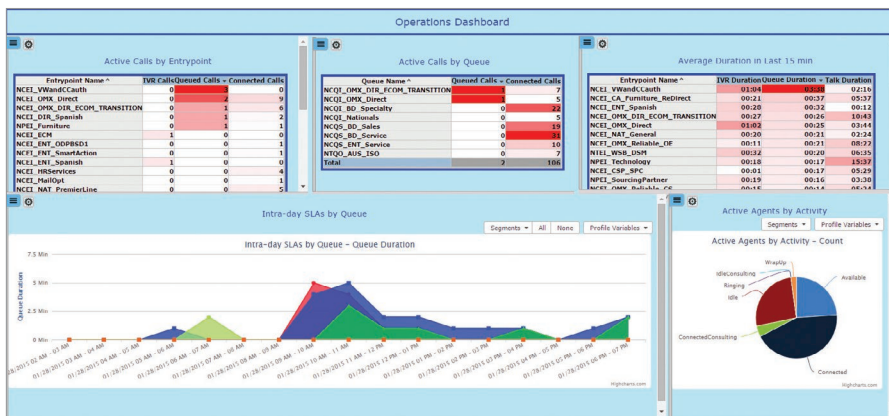
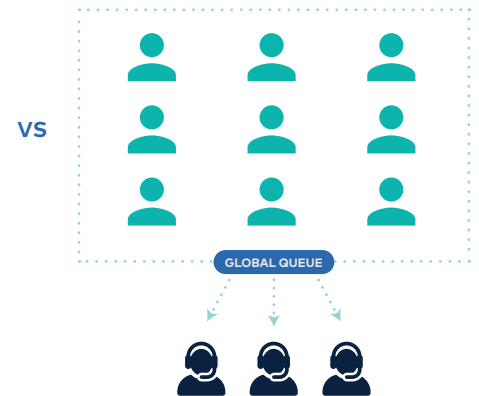
## Centralized Queue

Our Software-as-a-Service (SaaS) solution creates a single, global queue in the cloud, which routes omnichannel customer interactions to one or more teams, sites or outsource partners. No antiquated servers, no more "one agent, one queue" limitations. With MetTel's Cloud Contact Centers, your performance is optimized by dynamically determining how best to route each interaction based on predictive analytics.

**Insufficient Model**  
Callers assigned to a specific queue



**Efficient Model**  
Centralized global queue



## Real-time Operational Dashboard

Visually display all contact center activity across channels, systems and sites. Includes queues, call volumes, agent activities, and the nature of the current customer interactions, so you can make operational changes at any time to maximize performance and productivity.