



MetTel Contact Center as a Service Powered by Talkdesk

MetTel, a 5X Leader in the 2024 Gartner® Magic Quadrant™ for Managed Network Services is proud to partner with Talkdesk.

OPTIMAL GLOBAL CALL QUALITY AND RELIABILITY FOR YOUR CX CLOUD PLATFORM

70% of consumers say that they are more loyal to companies who invest in strengthening their CX. Enable meaningful, memorable interactions with customers by leveraging AI to deliver a faster and more frictionless customer experience.

DELIVER GREATER CUSTOMER EXPERIENCE WITH AN AI POWERED CLOUD CONTACT CENTER

An end-to-end application with the broadest suite of native apps in one unified platform. Easy user experience, automation and intelligent engagements.

INCREASE OPERATIONAL EFFICIENCY WITH OUT OF THE BOX INTEGRATIONS WITH POPULAR CLOUD APPLICATIONS

60+ pre-built integrations with easy custom integration and an intuitive app marketplace. With over 30 security certifications and guaranteed global call quality with 100% uptime, MetTel's cloud contact center is easy to deploy, onboard and quick to realize value.

Benefits of MetTel CCaaS Powered by Talkdesk

- MetTel is the telephone carrier for contact center service. A single provider for connectivity, voice, equipment, install, monitoring, support and billing.
- End-to-end management from number porting to assignments, handsets and customer service.
- White-glove dedicated account managers.
- One provider for connectivity, voice, equipment, install, monitoring and support.
- US-based MetTel employee 24/7/365 support.
- Experienced Technical Account Manager (TAM) to refine and enhance CCaaS services.

Features & Functionality

STUDIO & ROUTING

A visual routing designer, enabling non-technical stakeholders to create IVR call routing flows in minutes with clicks, not code.

VIRTUAL AGENT

AI-powered customer assistance bot for voice and digital (SMS and webchat) interactions, to provide intelligent, conversational, and natural language interface to instantly response to every customer at any time 24x7.

DIGITAL ENGAGEMENT

An all-in-one digital customer engagement solution, to respond to customers using their preferred communication channel. Includes chat, email, and SMS.

PERFORMANCE MANAGEMENT

A workforce engagement management tool designed to benchmark and track agent performance, identify development opportunities, measure engagement, and gamify key contact center objectives.

UNLIMITED VOICE RECORDING STORAGE

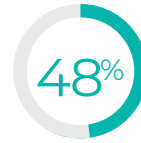
An Amazon-based custom storage solution, allowing customers to store and manage call recordings directly on their own server. The transfer process happens asynchronously for each recording file.



IMPROVEMENT IN ABILITY TO MEET SLAS



INCREASE IN CUSTOMER SATISFACTION



IMPROVEMENT IN HANDLE/RESOLUTION TIME



REDUCED COSTS

FEATURES	ESSENTIALS	ELEVATE	ELITE	FEATURES
Voice Engagement	✓	✓	✓	<p>Custom Cx based on verticals</p> <p>Includes everything in Elite, plus:</p> <ul style="list-style-type: none"> *Industry Workspace *Industry Integrations *Industry Workflows *Industry Virtual Agents *Pick 1 Add-on Package (4 options)
Studio & Routing	✓	✓	✓	
Standard Reporting with Live & Explore	✓	✓	✓	
Knowledge Management	✓	✓	✓	
Virtual Agent	✓	✓	✓	
AI Trainer	✓	✓	✓	
Customer Experience Analytics Starter	✓	✓	✓	
Guardian Starter	✓	✓	✓	
Unlimited Voice Recording Storage	✓	✓	✓	
Connections	✓	✓	✓	
API Access	✓	✓	✓	
Digital Engagement		✓	✓	
Quality Management		✓	✓	
Screen Recording		✓	✓	
Conversations Mobile App		✓	✓	
Feedback (surveys)		✓	✓	
Automated Notifications		✓	✓	
Custom Reporting with Live & Explore			✓	
Guardian			✓	
Performance Management			✓	
Choose one Add-on Package (4 options)*			✓	

***ADD-ON PACKAGES**

WORKFORCE MANAGEMENT

Leverage AI-enhanced algorithms and smart automations to optimize staffing and scheduling decisions, reduce administrative effort, and deliver an agent experience designed to meet the needs of modern, distributed workforces.

CUSTOMER EXPERIENCE ANALYTICS

Transcribe and analyze 100% customer and agent interactions with Interaction Analytics and AI based QM Assist, and identify key conversation topics and sentiment to uncover trends and provide actionable insights to the business. Find opportunities for process automation, more effective coaching, customer escalation mitigation, and more.

AGENT ASSIST

Make every agent your best agent by providing realtime assistance. Leverage AI and machine learning for real-time call transcriptions, contextualized quick answers, next-best action recommendations, and automated pre-call, on-call, and post-call work.

PROACTIVE OUTBOUND ENGAGEMENT

Engage with your clients in a smart and efficient way by automating the outbound process across voice and digital channels via Talkdesk Predictive Dialer™, Talkdesk Dialer for Salesforce™, and Talkdesk Bulk SMS for Salesforce™.

SECURITY AND A FEW OF THE MANY ADDITIONAL INTEGRATIONS AVAILABLE



For more info, contact your MetTel agent or visit mettel.net.
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