



CVCC Express™

Contact Center Solutions for Small and Medium Businesses



Customer Service Made Free & Easy

Customer responsiveness isn't determined by the size of an organization; in fact, it's often more important to smaller businesses as a way to differentiate themselves from larger competitors. On the other hand, organization size does often affect budget and access to technology. Aastra OnDemand™ created CVCC Express™ to address those issues.

CVCC Express is a bundle of the most important incoming call center features of Centergy® Virtual Contact Center, designed to give your callers the quality service they deserve. CVCC Express is **powerful** but is **quick** to implement and **easy** to use. Best of all, CVCC Express is available with **no monthly service charges**. Organizations can sign up today, begin taking calls tomorrow and never pay a monthly service charge, no matter how many agents they have.

Quick

- » Web-based technology
- » Easy to learn and manage

Effective

- » Full-featured
- » Comprehensive reporting
- » Work-anywhere capability

FREE

- » Start Today!

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CVCC Express provides the following powerful features:

- » Automated caller routing – Deliver your caller to the best-suited agent, based upon their selection - sales specialist, service professional, technical support, etc.
- » Professional announcements – All companies experience times when there are more callers than people to handle them. Create polished announcements using our sample script and your unique message.
- » Skills based routing – Make your callers happier and reduce unproductive time on the phone for your employees. Assign them to skill groups so they only take calls for which they are qualified.
- » Real-Time Reporting – Know at a glance the status of your callers and agents and be able to instantly take action before conditions affect your business.
- » Historical Reporting – How many calls did you take last month? Is your call volume trending up? How many calls get transferred? Get all the information you need in order to know how your business is serving your customers and where you need to focus your attention.
- » Work-Anywhere Capability – The hosted model allows agents to take calls wherever they are; any employee can become an agent in a matter of minutes to support unexpected peak demand.



CVCC Express uses web-enabled technology to create a virtual call center with no capital investment for you. There is no hardware, software or additional infrastructure to buy. Agents can be anywhere – a traditional customer service call center, remote agents in a separate location, or work-at-home agents – all they need is a telephone and Internet connection. Even training is quick and easy with web-based video training that can be completed in less than an hour.

CVCC Express is the solution for incoming call management for small and medium businesses and for smaller call centers in large enterprises.



About Aastra OnDemand™

Aastra OnDemand is the new hosted service of Aastra USA, Inc., a leader in IP communications products including IP-PBX systems, standards based telephones, unified communications and contact center applications. Aastra OnDemand is dedicated to serving the needs of customers taking advantage of the dramatic shift toward the software as a service delivery model. With over 25 years of experience delivering PBX and contact center systems to some of the largest and most demanding companies in the world Aastra OnDemand is now bringing that expertise to companies of all sizes.

You can now take advantage of the dramatic productivity improvement and cost savings to be found in the hosted service model with the confidence that the service is delivered by an organization that truly understands what quality, reliability and service mean.

Note: CVCC Express™ is a service of Aastra OnDemand™ and is free of monthly service charges for businesses, education, not-for-profit organizations and governmental agencies in the conduct of their normal business. Aastra reserves the right to cancel accounts that appear to be unused for 60 days or more and of organizations conducting their activity on the service to the detriment of the system or other users. One time charges may apply to some setup services and charges may apply for tolls between the hosting center and the agent. Charges will also apply if you choose to obtain an 800 service from Aastra OnDemand.