

Did you know that by moving to a cloud based call center you can **save up to 70%** on your monthly costs?



Did you know that over **95%** of the leads in CRM solutions such as **salesforce.com** get converted to a sale after they are contacted **6 times** or more?

Did you know that on average call centers incur **22%** of their cost because of compliance which can be avoided?



Did you know that by moving to home based agents you can manage **20%** staffing cost avoidance and **save \$10,000 per employee** per year with better employee morale?

Did you know that you can **increase your conversion rate by 300%** when you match the social profile of your agents with your prospects and customers?



## Cloud Based Solutions

Contact Centers Made Simple by 3Clogic



<http://www.3CLogic.com> - 800.350.8656

# 5 Questions, 5 Cloud Based Solutions

1

Cloud based contact centers offer faster deployment, no IT staff, no hardware on premise and a pay as you go model thereby **reducing your upfront costs by 70%.**



2

**75%** of all inquiries and leads are just not going to be followed-up by sales after their first contact. It takes an average of **6 phone contacts** for a sales agent to close a sale. Integrated CRM and contact center solutions allow employees in virtually any department to **increase their productivity by 70%** when using the combined solution.



3

**22%** additional compliance costs stem from activities like call recording, security/access control, problem resolution guides and detailed reporting. A complete turnkey contact center solution solves this problem and **keeps the cost to a minimum.**



4

**Three-fourths of Fortune 500 companies** are currently using or developing plans to deploy virtual agents using a cloud based call center solution. This helps **improve employee morale, decrease costs and administer higher retention rates of employees.**



5

Besides routing customers to agents with the right set of skills, the next step to faster sales and higher levels of customer service would be to match the agents to customers using social affinity tools. This logic's simple: customers are more willing to buy from people they have the most affinity with. This **increases the probability of sales by up to 300%.**



3CLogic provides contact center businesses with cloud based multi-channel VoIP solutions to fit your business demands. We provide your contact center business with all the essential tools and software to communicate with your customers in a unique way. Powered by patent pending 3CLogic V-TAG software, our contact center platform fully harnesses the latest developments in internet and social media technologies; enabling companies to build substantial customer loyalty and increased customer satisfaction for their products and services.

3CLogic aims for excellence; providing your business with a trusted partner for your entire contact center needs and endeavors. With our full contact center functionalities, beneficial pricing packages and highly flexible solutions, we offer you a solution that is unmatched in the industry.



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