

CLOUD CONTACT CENTER

DESIGNED FOR SERVICE PROVIDERS,
POWERED BY TELAX



YOUR CALL CENTER IS MUCH MORE THAN JUST ANOTHER MEANS OF COMMUNICATING: IT IS OFTEN THE PRIMARY WAY CUSTOMERS INTERACT WITH YOUR COMPANY. THIS IS ESPECIALLY TRUE FOR COMMUNICATIONS SERVICE PROVIDERS. MANY OF YOUR PRODUCTS ARE MISSION CRITICAL FOR YOUR CUSTOMERS AND THEY EXPECT A HIGHER LEVEL OF SERVICE FROM YOU IN COMPARISON WITH OTHER VENDORS.

BUSINESS CHALLENGES

DECREASE COST

Service Providers are under ever-increasing pressure to reduce operational costs. The Cloud Contact Center can help you decrease the costs of operating your call center as well as the rest of your business.

INCREASE REVENUE

Loudhouse research found 69% of strategic decision makers within the US and UK believe the contact center is a "business-critical revenue generator." The Cloud Contact Center can help you to deliver increased revenue per transaction and better returns on investment.

CREATE CUSTOMER LOYALTY

Happy customers purchase more services and are more willing to recommend those services to their friends and colleagues. The Cloud Contact Center can help you create more happy customers.

ENSURE COMPLIANCE WITH COMPANY POLICY

Reduce risk of noncompliance with corporate policies, industry mandates, or government regulations, and forego the costs of unnecessary penalties and underperformance.

SOLUTIONS BY ORGANIZATION

INTERNAL HELP DESK

Your internal help desk is vital to keeping your organization running effectively. The Cloud Contact Center gives your help desk the right tools for their success.

CUSTOMER SERVICE OR TECHNICAL SUPPORT

Providing great customer service or technical support is absolutely critical to customer satisfaction. The Cloud Contact Center provides the tools you need to help you solve problems on the first call.

SALES

Sales are the lifeblood of your company. Getting prospects to the right sales rep on your team quickly is paramount. The Cloud Contact Center helps you to service your prospects in a timely and efficient manner.

BILLING / COLLECTIONS

As a telecommunications service provider, invoicing and collecting payment is critical to your cash flow. The Cloud Contact Center can help you streamline the handling of billing calls.

WHAT OUR SERVICE PROVIDER CUSTOMERS ARE SAYING

Our long relationship with Metaswitch was a major factor in selecting their Cloud Call Center. We had an extremely short timeframe to have a new full featured call center product fully implemented and in service. Metaswitch jumped right in and was able meet all of our call center requirements and delivered our new call center in just two weeks.

- Chris Burns, Senior Technology Director, Whidbey Telecom

LEARN MORE

Find out more about the Metaswitch Cloud Contact center at www.metaswitch.com/cloud-contact-center.