

Why Isn't Your Contact Center in the Cloud?

Are you trapped in the expensive purchase and replace cycle of legacy premises-based call center solutions? Does your company suffer from lost time between calls or lack the features to deliver true omni-channel customer service?

The time has come to free yourself from the limitations of on-site call center solutions and transform your business with AireContact. AireContact is an award-winning cloud hosted contact center software solution designed for companies of all sizes, from small and medium businesses to large distributed enterprises. Organizations can use AireContact's inbound, outbound, and blended solutions to enhance agents' productivity and improve the customer experience.



Features

- **Omni-Channel Coverage**

AireContact can handle your traditional phone calls, as well as emails, chats, faxes, SMS, web call backs, and social media feeds (Twitter, Facebook, and LinkedIn). All interactions are streamed into a multimedia blended queue, allowing agents to track customer data across channels and provide a consistent response.



- **Inbound, Outbound, and Blended Solutions**

Eliminate lost time and improve productivity with a flexible solution that allows agents to move between roles and multi-task across channels.

- **Scalability**

Seamlessly scale your contact center up or down to adjust to business growth or changes in traffic.

- **Dynamic Scripting Tool**

Call scripting features ensure a consistent process is followed in every interaction, while dynamic capabilities allow agents to personalize the conversation with each customer.

- **Predictive Dialer**

Improve your contact and connect rates with a powerful predictive dialer that allows agents to efficiently skip answering machines and busy numbers to focus on real opportunities.

- **Preview Dialer**

View customer information and past interaction history to prepare an agent before a call is placed.

- **IVR/Power Dialing**

Handle call lists efficiently by presenting prospects with a prerecorded message and a menu with options to record a response or to be transferred to an available agent.

- **Skills-Based Routing**

Connect customers to the most skilled agent to respond to their question to provide a higher level of customer care.

- **Call Monitoring**

Supervisors can monitor agent performance with real-time coaching features, such as record, listen, whisper, and intervene. Disposition codes can be added to track a campaign's success as it happens.

- **Reports and Real-Time Monitoring**

Full reports give real-time and historical insight into agent and contact center activities, allowing you to respond to visible trends.

- **Wallboard**

A visual wallboard displays current metrics and statuses in one easy to read screen.



Benefits

- **Affordable and Easy to Use**

AireContact is a complete enterprise-class solution with industry leading pricing, including free local minutes and free on-net calling between all locations utilizing AireSpring Cloud Communications services. Aggressive Long Distance and Toll-Free rates and bundles, including unlimited Long Distance, are available.

- **Work From Anywhere**

Since AireContact is hosted in the cloud, your agents can work from any configured PC. This gives you the freedom to use remote agents or have your team work from home for disaster recovery options.

- **Premium Support at No Extra Charge**

AireContact provides 24/7 round-the-clock customer service with outstanding personalized support from AireSpring's world-class customer support team at no extra charge.

- **Fully Managed Network with QoS**

All the features in the world won't make a difference if your communications services are dependent on a public internet connection beyond your control. Even an SLA (service level agreement) cannot ensure or guarantee quality and reliability, or prevent latency across the public internet, which can result in poor call quality and unreliable service. We provide service over our fully managed, owned and operated IP network with end-to-end Quality of Service (QoS) for exceptional voice quality. (Available with AireSpring Managed Connectivity)

- **Largest Available Coverage**

From Somerset, CA to Madill, OK to Moravian Falls, NC to New York City, we cover more locations than anyone else on our network with the largest combined footprint. We have local numbers available in over 300 countries worldwide.

- **Reliable and Diversified Network**

AireSpring's geo-redundant network provides true network diversity and supports disaster recovery options, allowing you to ensure business continuity.

- **Eliminate Finger Pointing Between Providers**

By having all services delivered by a single vendor on a fully managed network, you avoid the finger pointing and blame game that occurs when you have cloud communications services delivered by a different vendor than your connectivity.

- **Free 24/7 Proactive WAN Network Monitoring Service**

AireSpring's Managed Connectivity services include free 24/7 professional monitoring with the AireNMS network monitoring service. Our NOC proactively monitors your network to pinpoint and fix potential problems before they affect your business. (Available with AireSpring Managed Connectivity)

- **Online Access via our AireCare™ Customer Portal**

Our AireCare online advanced billing reporting portal gives you 24/7 access to your billing and service details.

- **Personalized Service**

We back you up with outstanding customer service, featuring one bill and a single point of contact for all your service needs.

- **Escalation List Up to Our CEO**

We stand behind our service 100%! In fact, we're so committed to ensuring complete satisfaction that we provide all of our customers with an escalation list giving you access to our executive management all the way up to our CEO.

Find out how AireContact can benefit your contact center and upgrade to the power of the cloud today.

Contact us at 800-449-3026 or email sales@airecontact.com
Visit www.airecontact.com

