

CLOUD SUMMIT 5 : UCAAS AND CCAAS

UNIFIED COMMUNICATIONS AND CONTACT CENTER CONNECTS CUSTOMERS, TEAMS AND STAKEHOLDERS ALLOWING THEM TO COMMUNICATE FROM ANYWHERE AT ANY TIME OF THE DAY.

FCX has been active in the contact center (CCaaS) and unified communications (UCaaS) space as a value added reseller and certified installing partner for the US top major providers for over 15 years. The reason for offering our complete turn-key solution set is simple: UCaaS and CCaaS tend to not work properly without LAN assessment and tweaking, complete project management, training sessions and ongoing management. And voice, texting, video, omni channel and document sharing platforms are too important to be implemented without proper attention.

Contact Centers Are often the First and sometimes Only Point of Contact Your Customers will experience when seeking support or help. Together with your website, contact center is the caring face of your organization. Make that experience count. Turn a request for support into an interaction that creates a loyal customer or an opportunity for a new sale.

The Contact Center has become more and more a tool to ensure customers can experience high service levels customized to their needs with AI driven call queue selection options, speech analysis and AI driven prompts for agents for example. Due to seat price reduction, the contact center is now within reach for business of all sizes with large call volumes. Full CRM integration and omni channel integration with all major social media and marketing platforms is available through the engagement of professional services team of provider and FCX project management support.

TECHNOLOGY DESCRIPTION

KEY FEATURE DESCRIPTION

SPECIFICATION

UNIFIED COMMUNICATIONS (UCAAS)

Cloud based business communication platform, combining voice, fax, chat, SMS/MMS texting, video call document sharing, chatbot integration all on one platform. Cloud offers the benefit of flexible user increase and programming adjustment. The cloud platform and technology is maintained by the provider which means patches are automatically pushed out during overnight hours when most businesses have low call volumes.

*Mobile apps fully integrated with the business platform available.

*Unlimited or bundled texting available.

*Number port, DID, international numbers and Toll-Free numbers available.

FIRSTLIGHT CLOUD XCHANGE

TECHNOLOGY DESCRIPTION

UNIFIED COMMUNICATIONS
(UCAAS) (CONT.)

KEY FEATURE DESCRIPTION

SPECIFICATION

*Mobile apps fully integrated with the business platform available.

*Unlimited or bundled texting available.

*Number port, DID, international numbers and Toll-Free numbers available.

*Handset hardware or desktop /laptop telephony integration or software only telephony options available.

*Platforms offering regulatory compliance available.

*Domestic and international calling plans available.

*Legacy on premise PBX / VoIP features available: Greeting, IVR, music or greeting on hold, individual or group voicemail, ring groups, call queue, call hold, call parking, transfer, call delegation, call screening, audio conference, dial by name directory, basic and advanced reporting such as call logs.

*Automated schedulers for different programming depending upon day/time/seasonal spikes/holiday.

*Ease of seat/ user programming for new hires.

FIRSTLIGHT CLOUD XCHANGE

TECHNOLOGY DESCRIPTION

KEY FEATURE DESCRIPTION

SPECIFICATION

UNIFIED COMMUNICATIONS (UCAAS) (CONT.)

*Call flip / find-me-follow-me available. Various providers integrate new product features and enhancements into the existing subscription; services remain on par and up-to-date with the latest trends in cloud telephony.

*Presence management and heads up display - easily see if a co-worker is available to talk or currently unavailable for communication.

*Ease of multi-site management through administrative portal.

*Microsoft Teams integration for ease of use.

*Flexible integration with video platforms provided by Poly, DTEN, Samsung and others.

*Call recording available.

*AI powered Voice transcription available.

CONTACT CENTER PLATFORM (CCAAS)

Cloud based communication platform for high contact volume organizations with designated representatives managing inbound chat, calls, and social media interaction. Ideal for geographically dispersed teams, highly regulated industries, organizations offering high touch service or companies looking to excel in customer care and service delivery.

Legacy call center features such as:

***Agent management features:** Agent login and agent logout, advanced skill-based routing, queue set-up, wrap-up time, agent status, call queue monitoring, individual performance status, barge and whisper available. Pop up notifications where needed. Warm transfer to other departments. Chat with other departments.

FIRSTLIGHT CLOUD XCHANGE

TECHNOLOGY DESCRIPTION

CONTACT CENTER PLATFORM (CCAAS) (CONT.)

KEY FEATURE DESCRIPTION

Centralized repository services for information, comprising of data management, protection and sharing functions.

SPECIFICATION

Programming features:

Interactive Voice Response (now driven by AI).

Enhanced service features:

Queue position announcement, customer call back options.

*Call recording available.

Management features available:

*Call Center analytics - customer journey mapping. Performance reports and live reports available.

Modern features available:

*Flexible programming through customer portal.

*Full CRM integration available.

*Full social media communication integration available.

*Marketing platform integration available.

*Power dialer options available.

AI Driven features available:

Conversational AI and Intelligence, sentiment analysis.

WONDERING HOW A MODERN CONTACT CENTER CAN GIVE YOUR MANAGEMENT TEAM INSIGHT IN PERFORMANCE AND YOUR TEAMS THE TOOLS TO COMMUNICATE WITH CUSTOMERS ON ANY PLATFORM? REQUEST A CONTACT CENTER DEMO TODAY.

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