# CoreNexa™ Contact Center

## Contact Center Overview

## The evolution of customer engagement.

- Improve customer interactions through automated data collection
- Engage customers via voice calls, live chat, SMS, and email
- Intelligently deploy resources through skill-based routing
- Provide agents with vital customer data, at a glance
- Seamlessly integrate with CRM systems and databases

**800+** Channel Partners | **26,000+** Businesses | **330,000+** Seats | **4.3** MOS score

# What is CoreNexa™ Contact Center?

The CoreNexa™ Contact Center (CC) solution is an evolution of call center functionalities. Over time, your organization's needs for customer engagement have likely increased in scope. Previously, customers only had voice channels for real-time communications with businesses, so call centers only needed voice capabilities. As customers' options for communications have expanded to email, live chat, and text, call centers need to respond accordingly by offering those same channels as means of modern customer engagement. This demand spurred the evolution of our Contact Center customer engagement platform.

### What Contact Center does:

Regardless of vertical, your organization must continue to strive for efficiencies when providing customer service without sacrificing quality levels. Contact Center empowers your agents with detailed data about your customer contacts within one interface. It has the ability to utilize CRM integrations and intelligence gathered through IVR call flows to display relevant and powerful information on the desktop to enable First Contact Resolutions (FCR).

While delivering more efficient and pleasant customer engagement, your Contact Center managers must look for new ways to enhance their caller and agent experience while managing staffing levels efficiently. Contact Center provides information to managers and agents via workforce management and administrative tools that reduce duplicate requests for data and automate routine time-consuming tasks.

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## Benefits of Contact Center:

Contact Center reduces overhead by helping your supervisors and agents manage resources more efficiently without sacrificing customer satisfaction. It offers a customizable experience for both administrators and agents including:

- Dashboards
- Reports
- Screen pops with database integration
- Easy integration with nearly all platforms (PBX) and databases

As an added benefit and differentiator, Contact Center can be deployed as a standalone offering over third party, non-CoreNexa UC environments.

## Who can use Contact Center?

Contact Center is ideal for organizations dedicated to meeting increasingly high customer expectations and delivering improved customer engagement. Regardless of industry, your business can be more successful with the implementation of a Contact Center solution.

## How Contact Center is used:

Your organization can utilize Contact Center for a number of customer engagements:

- Customer service
- Outbound/inbound sales
- Technical support
- Accounting and/or billing

You can implement Contact Center for voice-only interactions or as a fully featured, omni-channel tool incorporating voice, live web chat, SMS, email, IVR, custom CRM integration, and more. Contact Center can scale from 5 agents to 1,000+ with any or all of the features implemented. In short, you can use Contact Center in any way that best supports your organization's needs. Example vertical markets that use Contact Center today are:

- **Health Care:** centralized patient services & private practices
- **Government & Public Sector:** local, state, & federal facilities with centralized service locations
- **Financial:** customer & membership services
- **Insurance:** policy management & customer services
- **Utilities:** billing services & customer services
- **Retail:** centralized ordering & customer service departments
- **Education:** human resources & educator services
- **Transportation:** dispatch & operator services

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