

Hosted Call Center

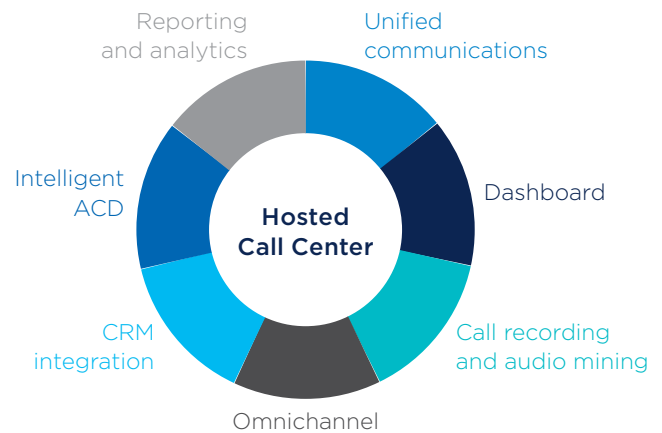


Empower your employees to deliver a superior customer experience

Consumers calling a business today expect to be quickly routed to someone with full access to the tools and information needed to meet their needs. However, the call center capabilities required to deliver this level of service can be complex and expensive to implement and support.

Spectrum Enterprise addresses this challenge with Hosted Call Center, a solution that combines traditional call center capabilities with unified communications tools. Whether for a small, informal call-handling group or a large, structured contact center, Hosted Call Center can support a myriad of interactions, including sales inquiries, service calls, billing, help desk and more.

And, because it's cloud-based and fully managed by Spectrum Enterprise, Hosted Call Center is a cost-effective solution that can be up and running quickly, requiring little or no ongoing IT resources.



Product highlights

- **All-inclusive:** As a completely managed solution, Spectrum Enterprise handles everything including: call flow design, network connectivity, implementation and testing, IP phone setup, unified communications (UC) service and ongoing 24/7/365 support, all for a set monthly fee.
- **Improved call management:** Getting the right call to the right person quickly and efficiently helps minimize queue times. Alerting agents to whom is calling before they even pick up the phone helps speed responses.
- **Seamless interactions:** Call center software helps agents work more efficiently by seamlessly integrating customer service tools and unified communications (e.g., presence, instant messaging, desktop sharing and mobility).
- **Optimized performance:** Take advantage of supervisor tools, including reporting, analytics and dashboards, to understand workloads and pinpoint areas for improvement.
- **Flexible access:** Expand your customer engagement with optional omnichannel capabilities (including web chat, web callbacks, email and tweets) and drive higher levels of engagement.
- **Personalized experience:** Call center software integrates with popular customer relationship management (CRM) applications to help agents deliver more personalized experiences.
- **High availability:** Because it's delivered over our private fiber network, we provide 99.99 percent availability to the IP phone, backed by a stringent service level agreement (SLA).

Key features

- Specify single or multiple phone numbers or queues with call flow routing options. Custom call flows can be created to align with business and reporting requirements.
- Choose from various call distribution options: first or next agent, most idle agent, skills-based routing and weighted routing.
- Manage the call center, configure service features and monitor usage from anywhere through the intuitive, online administrative portal.
- Empower agents with essential call center management tools including Automatic Call Distribution (ACD) control, real-time queue statistics and call back list of abandoned callers, all through an intuitive interface.
- Equip supervisors to monitor agents and queues, join calls and get real-time and historical reporting.
- Enable remote and mobile users with a soft client for desktops, laptops, tablets and smartphones.

Hosted Call Center options

Spectrum Enterprise Hosted Call Center is available in various tiers including Agent, Agent Plus and Supervisor. Additional tiers and add-ons are available for specialized needs.

Agent	Agent Plus	Supervisor
<p>The standard call center tier for agents includes agent software, a full array of calling features and Spectrum Enterprise Unified Communications with Webex. This tier also includes a mobile client with capabilities for iPhone and Android operating systems such as find me/follow me and simultaneous ring.</p>	<p>The premium Agent Plus tier combines Webex features of the Agent tier with more advanced routing options and detailed inbound and outbound analytics such as disposition codes, auto answer and DNIS call prioritization. Webex brings together calling, messaging, meetings, virtual workspaces and more in a single application.</p>	<p>Supervisors get all the advanced call control, mobility features and call center software components of Agent Plus. They also get access to tools to control and adjust agent status, monitor agents and call queues, join representatives on a call and pull real-time and historical reporting on demand.</p>
<p>Optional add-ons</p> <ul style="list-style-type: none"> • Omnichannel: Turn on multi-channel communications (web chat, web callback, email, tweets) and interact with customers via their preferred method from your agents' desktops. • CRM integration: Integrate with leading CRM solutions like Salesforce, Microsoft Dynamics, Zendesk and others to support click-to-dial, screen pops and call log entries. • Recording and analytics: Maintain quality of client interaction and analyze recorded data. • Audio mining: Create reports, alerts and assign categories based on specific phrases. 		

Learn more

enterprise.spectrum.com/collaborate

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions. Spectrum Enterprise's industry-leading team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. More information about Spectrum Enterprise can be found at enterprise.spectrum.com.

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