OpenScape Cloud Contact Center ACD

Get your customers to the right agent quickly and effectively using the media of their choice

Intelligent call routing – first time, every time

Instantly connect the right caller to the right agent, and see contact center productivity and customer satisfaction skyrocket.

A faster, more responsive service across all contact channels. That's the power of OpenScape Cloud Contact Center ACD.

It's a win-win, bringing together the right customer with the right agent.

You'll eliminate multiple caller transfers, and give them a better experience. You'll reduce call resolution time, and increase agent productivity.

And you'll even generate revenue. Because we all know a satisfied customer is more likely to buy from you again.

Routing

Choose our skills-based routing ACD software, and watch it power through your queue – distributing callers to the agents with the right skills to help them.

You're in complete control. You determine the proficiency levels of agents to make sure calls are always routed to the appropriately skilled staff.

Even better, your most valuable customers are given priority and moved to the head of the queue. Or they're routed to a special priority customer queue.

If wait times are too long, ACD features a call back facility that lets callers keep their place in the queue, without having to wait on the phone.

Multi-Channel

And you can forget about the challenges of multi-channel customer service. We've got you covered.

OpenScape Cloud Contact Center ACD supports all the channels your customers are using today – phone, IVR, voicemail, chat, email, fax, click-to-dial web calls, and social media.

That means every contact, from any channel, goes into a single, intelligent queue – before being distributed and prioritized according to your own rules.

Flexibility, Scalability, Reliability, Security

Everything you need to run a world class contact center – anywhere.

Single location, multi-site, and home agents – it's your choice

OpenScape Cloud Contact Center ACD isn't just about the experience. It's designed to make your life easier too.

As a cloud-based contact center provider, we can unify your home agents and any number of call center locations.

You get the freedom to automatically capture, route, manage, integrate and orchestrate your customer interactions, regardless of channel, around the globe – to wherever the most appropriate agent is.

And cloud delivery and flexible pricing lets you expand or shrink capacity – so increased/decreased traffic and seasonal spikes can be addressed on the fly.

Reliability and Security

Our dedicated Trust Office staff ensures the highest standards for security, availability, and reliability. While the 7x24x365 Network Operations Center ensures 99.99% availability – dramatically eliminating downtime.

The Benefits

Call Routing Efficiency
As ACD routes customers to the most skilled agent, re-skill and transfers fall, costs reduce and first contact resolution rates rise.

Customer Satisfaction
Customers are connected to the right agent the very first time they get in touch. Should wait times increase, you can eliminate "on hold" frustrations by offering the option of reserving their spot in queue – they get a call back when it's their turn.

Flexibility
Your workforce can now be anywhere – the main office, branch office, or at home. But they'll appear as one large unified contact center. Should an emergency occur or disaster strike, you can have all your agents take calls from home – a major business advantage and a unique employee benefit.

Scalability
Because you're not confined to the limited capacity of an expensively-purchased server, you can scale up and down as your business needs change - without incurring penalties.

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Key Features

- Skills-based routing
- Proficiency 'weighting'
- Multi-location and home agent capabilities
- Inbound & Outbound call blending
- Multiple channels
- Universal contact queue
- Database connectivity
- Queue Keeper
- Automatic call back
- Supervisor Monitor, Coach, Barge
- Call Recording
- White noise for PCI compliant call recording

About Unify

Unify is one of the world's leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.

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your enterprise