



# Omni-Channel CONTACT CENTER



## UniVoIP Omni-Channel Contact Center Solutions

### Powering a superior customer service experience

UniVoIP's 100% scalable Omni-Channel contact center makes it possible for companies to efficiently provide service to customers on their media channel of choice while maintaining service levels across all media types. With advanced productivity tools, agents and supervisors monitor and manage with real-time, historical and life-cycle reporting so that companies can deliver a five-star customer service experience.

### Contact Center Benefits

- ✓ **Customer-Centric Communication** - Customers choose their communication channel of choice; voice, email, SMS, chat or self-service options on any device
- ✓ **Interactive Voice Response** - IVR capabilities to effectively automate, personalize and expedite the customer service experience
- ✓ **Agent Productivity** - A single interface providing agents with tools to ensure accurate, productive and efficient customer service
- ✓ **Monitor and Manage** - Real-time and historical management reporting for multimedia customer interactions and agent productivity

### Feature Highlights

PC and Web Client	Software Integration	Call Recording
Softphone Capabilities	Analytical Reporting	Queue Status Monitoring