



Unified Contact Center Enterprise



With **IVR and Advanced Data Collection** callers will spend less time in **Call Queues**. However during high demand times, callers can be put on **Virtual Hold** allowing callers to receive a call back when agents become available.

With **Contact Center Enterprise**, your customers are able to fill in CRM forms with information prior to an agent responding, thus reducing tedious data entry and wrap up time.

Call recording with screen capture allows you to monitor, record, store, and QA calls, helping insure a consistent customer service experience.

Unified Contact Center allows you to take care of customer requests 24X7 with automatic responses, and self service directions. Contact can be made via email, phone, or social media



Greater Benefits

Speech Recognition Powered by Nuance

Allows your customers to navigate, Auto Attendants and IVRs with just a few Verbal commands.

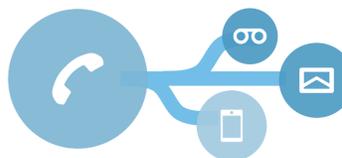
Advanced IVR Functionality

Assists your customers in getting to the right resource the first time, helping alleviate the frustration of being transferred. Also

Secure & Scalable

The CBTS Contact center meets all of the IRS 1075 requirements. Built on the NGTS backbone, this service can be ordered right off the state contract.

Wall Boards help Agents and supervisors take an active roll in monitoring the Contact queues



CBTS

TECHNOLOGY SOLUTIONS FOR BUSINESS

