

Contact Center

Create a More Personalized, Enjoyable Customer Experience

CoreDial's hosted services platform makes it easy to deliver valuable products & services to our customers.

FAQ: ICLOUDCONNECT CONTACT CENTER

What is iCloudConnect Contact Center?

iCloudConnect Contact Center (CC), is an evolution of call center functionalities. With iCloudConnect Contact Center, businesses can provide exceptional customer experiences simply by offering the digital communication options that are rapidly growing in use and favor: Live chat, SMS (text), email and social media.

Contact Center enables agents and managers to streamline processes and create new efficiencies, saving time and increasing productivity while delivering a more personalized, enjoyable experience for the customer.



What is a “Customer Engagement Center”?

The term “Customer Engagement Center” is a name used to describe contact centers that are utilizing more advanced customer service interaction methods like bots, AI, and apps. A “Customer Engagement Solution” is the platform that your Contact Center utilizes for omni-channel customer service communication and management.

Who can use Contact Center?

Our CC solution is for organizations that want to manage, monitor, and enhance the customer engagement experience. The CC platform offers powerful call routing tools, voice to text, chat capabilities, customizable dashboards, and detailed reporting. All of these CC solutions are important to the survival and growth of your organization as it engages with its customers. Our CC platform helps you create an easy-to-setup, manage, and scale contact center.

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How does Contact Center work?

Our Contact Center platform can integrate with multiple call controls or with any hosted or on-premise PBX that supports SIP trunking. Contact Center’s Automated Call Distribution (ACD) engine routes and manages inbound and outbound media. This ensures that a call, email, chat, or text is routed to the proper agent based on queue and skillset management.

Contact Center has a robust set of features intended for call center supervisors that enable them to manage agent resources and call flows. Your supervisors can use custom agent scripting tools and widgets that allow for agent/queue specific desktop apps. They can take part in supervisor coaching actions like Listen, Whisper, Join, and Take. The CC platform offers several styles of interactive dashboards that display important CC performance data in real-time including calls in queue, service levels, agent details, alerts, and warnings. It offers more than 50 types of reports including queue, agent, and media performance. Reports are also available on your organization’s IVR data and customer service survey results.

CC agents can utilize screen pop applications, which allow for information to be collected from your customers during their interactions with the IVR system. The platform’s CRM integration allows that data to be displayed on your agent’s desktop during the call which reduces call length and enhances a customer’s experience. The agent system includes call recording of agents as part of the seat license which allows for quality management and call tracking. It also offers detailed search capabilities, unlimited storage time, and scoring for quality assurance to your supervisors.

