



UCaaS Call Center Solution

Call Center Solution

Instantly scale call center teams to engage with customers anytime and anywhere with BCM One's Call Center solution, a cloud-based service and part of our enterprise-grade offering called UCaaSone™. This is the alternate solution to a traditional on-premises based system and one that allows you to have a mobile call center with robust features and reporting metrics. Stand out as a leader in delivering top-notch customer service to your clients with an array of reporting capabilities to monitor agent calls.

Cloud Call Centers are feature rich and cost effective.

- › Bundled, integrated service – Voice, Data, and Call Center
- › Advanced IVR services
- › Full featured ACD
- › Unified Communications
- › No capital, maintenance and upgrade costs
- › Network-based queuing and queues that span sites
- › On-demand service
- › 'Anywhere' Agents and Supervisors
- › Business continuity

Flexible Supervision and Quality Assurance

- › Flexible ACD Reporting engine
 - Centralized database of all queue and agent metrics, spanning multiple locations
 - On-demand, scheduled and customized reports
- › Real-time Reporting
 - Monitor real-time activity at remote locations of remote agents
 - Monitor using mobile devices (tablets)
- › Call Analytics
 - Audio mining of recordings
 - Notifications and alerts

Monitor Trends and Identify Problems

- › Monitor Agents/Queues from Anywhere
 - View status of any agent or queue from the Supervisor client -Monitor any call, regardless of agent location or device
- › Manage Agents and Queued Calls
 - View call logs for agents and queues
 - Manage/reorder/retrieve queued calls
 - Silent monitor/barge in on calls
- › Real-time and Historical Reporting
 - Real-time Dashboard of Agent/Queue activity
 - On-demand 'canned' reports of key metrics
 - Schedule reports for automatic delivery
 - Customize reports for your operation

Benefits of a Cloud Call Center Solution from BCM One:

- › Reduced costs and improves efficiencies within a business
- › Enables a remote workforce for agents and supervisor roles
- › Deploys easily
- › Delivers a better customer experience
- › Integrations of multiple applications creating a unified communication
- › Various analytics reporting