

UPGRADE YOUR CALL CENTER CAPABILITIES

With Everstream Cloud Contact Center

The quality of a single customer service interaction can make the difference between earning a customer's business once — or for life. There's a lot on the line. Literally. And the technologies your team relies on to satisfy customers is a critical variable in the equation.

Best suited for businesses with complex call routing and call center needs, Everstream Cloud Contact Center is a reliable, scalable, best-in-class Metaswitch solution delivered on the Everstream fiber network.

With more functionality than traditional hardware, Everstream Cloud Contact Center leverages cloud-based technology to deliver a customizable and straightforward call center solution.

- **Improve Agent Productivity** and first call resolutions with our flexible workflow agent scripting tools.
- **Maximize Revenue Opportunity** with skill-based routing features to connect your customers with properly skilled agents.
- **Enhance Customer Loyalty** with robust reporting functionality ready for use to analyze customer interactions and anticipate future needs.

Key Features



QUEUE

- Inbound voice queues
- Email alert



CALL CENTER GROUP

- Multi-skill routing
- Agent scripting



QUALITY MANAGEMENT

- Call recording, with agent notes
- Live monitor, whisper, barge in
- Agent and web chat logs



REPORTING AND ANALYTICS

- Certified, real-time stat display and wallboard
- Real-time graphical dashboard
- Custom agent activities
- Custom, multi-level dispositions
- Detailed call and agent statistics



Technology You Can Trust

Everstream Cloud Contact Center provides the reliability and security required from your mission-critical applications. Engineered with geodiversity for the utmost in redundancy and delivered via our low-latency, business-only fiber network, this solution is supported by our dedicated, Midwest-based voice services team.



Industry Insight

Today's call centers are under pressure to contribute significantly to top-line revenue and bottom-line profit. Loudhouse research found 69% of strategic decision makers within the US believe the call center is a "business-critical revenue generator" and that call centers can deliver increased revenue per transaction and better returns on marketing investment through improved conversion rates, resulting in up-selling and cross-selling.

"Having strong voice services is essential to Hendricks. We now have the capability to transfer patients seamlessly throughout our network during a single phone call."

Abby Butts,
Assistant Director of Information Systems
Hendricks Regional Health
18-location hospital system

Capabilities Include:

- **Multi-Skill Routing**
Navigates the call queue to efficiently direct callers to the agent with the right skill set to assist. The system ensures that calls are routed to the most proficient, available agent.
- **Call Recording, with Agent Notes**
Your agents and managers can review any call at any time to ensure adherence to your quality standards.
- **Live Monitor, Whipser, Barge In**
With Live Monitor, you can monitor agent and customer interactions in real-time. You will be able to view the live status of your call center agents, queues, IVRs and more.
- **Agent and Web Chat**
Allow your agents and supervisors to communicate with each other without placing calls on hold, resulting in faster call resolution. Additionally, supervisors can broadcast important updates to multiple agents simultaneously.
- **Real-time Graphical Dashboard**
Monitor crucial call center metrics and track agent performance in real-time. Make decisions that improve customer service with valuable information at your fingertips.
- **Custom, Multi-level Dispositions**
Receive detailed data regarding customer calls and outcomes, allowing you to aggregate data into actionable insights.
- **Detailed Call and Agent Statistics**
Manage and improve agent performance using real-time performance data. Your call center managers will have the detailed statistics needed to track agent and queue efficiency.

About Everstream®

Everstream has raised the bar for business connectivity, delivering a Business-Only Fiber Network with the speed, reliability, scale and performance that today's enterprises demand. With more than 27,000 route miles of fiber and speeds up to 100 Gbps, Everstream's enterprise-grade network delivers robust business fiber services, including internet, WAN, data center connectivity and dark fiber. Through its "Do What You Say You Will Do" approach, Everstream is a valued partner dedicated to the success of business customers.