



Contact Center Elite

Deliver a Superior Customer Experience with an All-in-One, AI-Powered Contact Center

Contact Center Elite gives businesses everything they need to deliver great customer experiences across voice, SMS, chat, email, and WhatsApp. It includes AI-powered insights and workflow automation along with reporting and analytics, and workforce optimization all in a single solution.

WHEN ONLY AN ELITE CUSTOMER EXPERIENCE WILL DO

Contact Center Elite builds on Contact Center Pro with expanded channels, powerful AI, and deeper operational control to help you reduce handle time, improve agent performance, and continuously optimize every stage of the interaction.

BEFORE THE INTERACTION

Engage customers on any channel

CC Elite includes voice, SMS, chat, email, and WhatsApp in one unified agent experience.

Proactive outreach

CC Elite admins can send reminders, updates, and campaigns via voice, SMS, or email with built-in response handling.

Smarter routing

AI Intent Routing combined with skills, priority, and integrations connects customers to the right resource faster.

DURING THE INTERACTION

Skip the Queue with Self-Service Tools

IVR integrated with your systems helps customers complete tasks like payments or status checks without agent involvement.

AI-powered agent assistance

CC Elite includes AI which surfaces relevant information in real time and provides summaries of past interactions so agents resolve issues faster without repetition.

AI Advanced Add-on

Real-time sentiment, live transcriptions, and supervisor summaries provide full visibility during interactions. Afterward, agents get instant, editable summaries with next steps to speed up after-call work.

AFTER THE INTERACTION

Performance visibility and workforce management

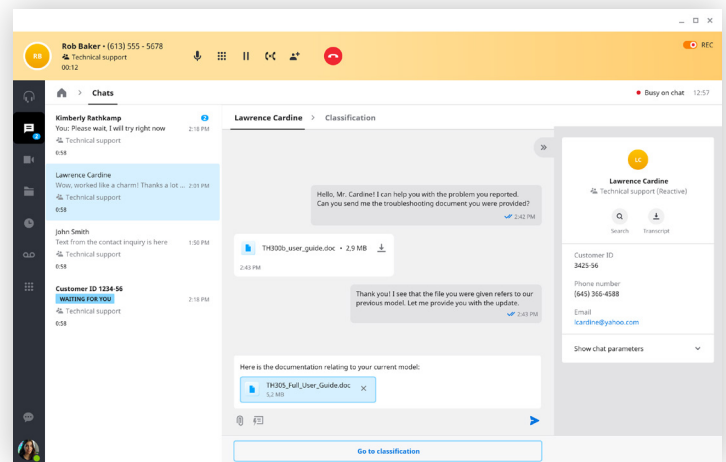
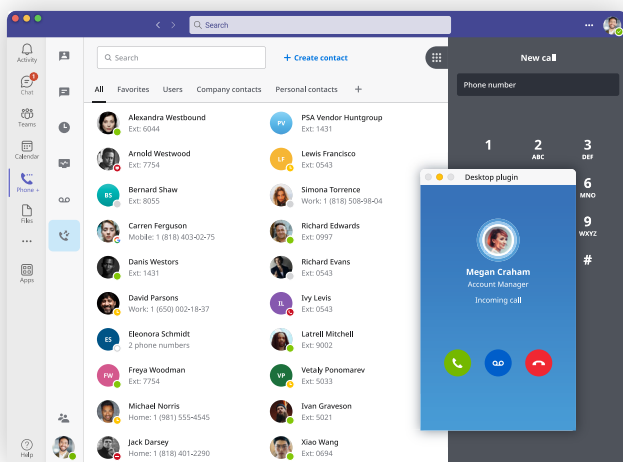
Dashboards, wallboards, and scheduling tools support real-time monitoring and planning.

AI-driven insights and coaching

Identify high-impact interactions with post-call sentiment, summaries, and transcripts, and improve performance with AI Agent Evaluator all included with Contact Center Elite at no additional cost.

WORKS WHERE YOUR TEAMS WORK

Contact Center Elite builds on Contact Center Pro with expanded channels, powerful AI, and deeper operational control to help you reduce handle time, improve agent performance, and continuously optimize every stage of the interaction.



A SUPERIOR EXPERIENCE FOR EVERYONE

Customers

Fast, consistent support across preferred channels with less waiting and no repetition.

Agents

A single workspace with real-time AI guidance and full interaction context.

Supervisors

Live visibility, AI insights, and tools to deliver targeted, effective coaching.

Administrators

Centralized control over users, routing, roles, and integrations with simplified management.

To View Contact Center Feature List: <https://bit.ly/UE-Feature-List>



QUESTIONS? CONTACT US TODAY!

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