



Contact Center Pro

Uplevel your customer experience with a voice-first contact center

MANAGE CUSTOMER INTERACTIONS LIKE A PRO

Contact Center Pro is the next step beyond basic call handling with an advanced customer experience platform for growing businesses. Teams gain intelligent routing, queue management, and real-time visibility to handle more calls, reduce wait times, and improve customer experience with the flexibility to add channels, AI, and workforce management over time.

BEFORE THE INTERACTION

Move beyond static routing rules – Replace Auto Attendants and Hunt Groups with dynamic routing based on skills, priority, location, and real-time conditions to connect customers faster and more accurately.

Eliminate complex call menus – AI Intent Routing understands what customers are asking for and directs them to the right resource.

Scale beyond voice when ready – Start with voice, then expand by adding SMS, email, webchat, and WhatsApp queues as your business grows.

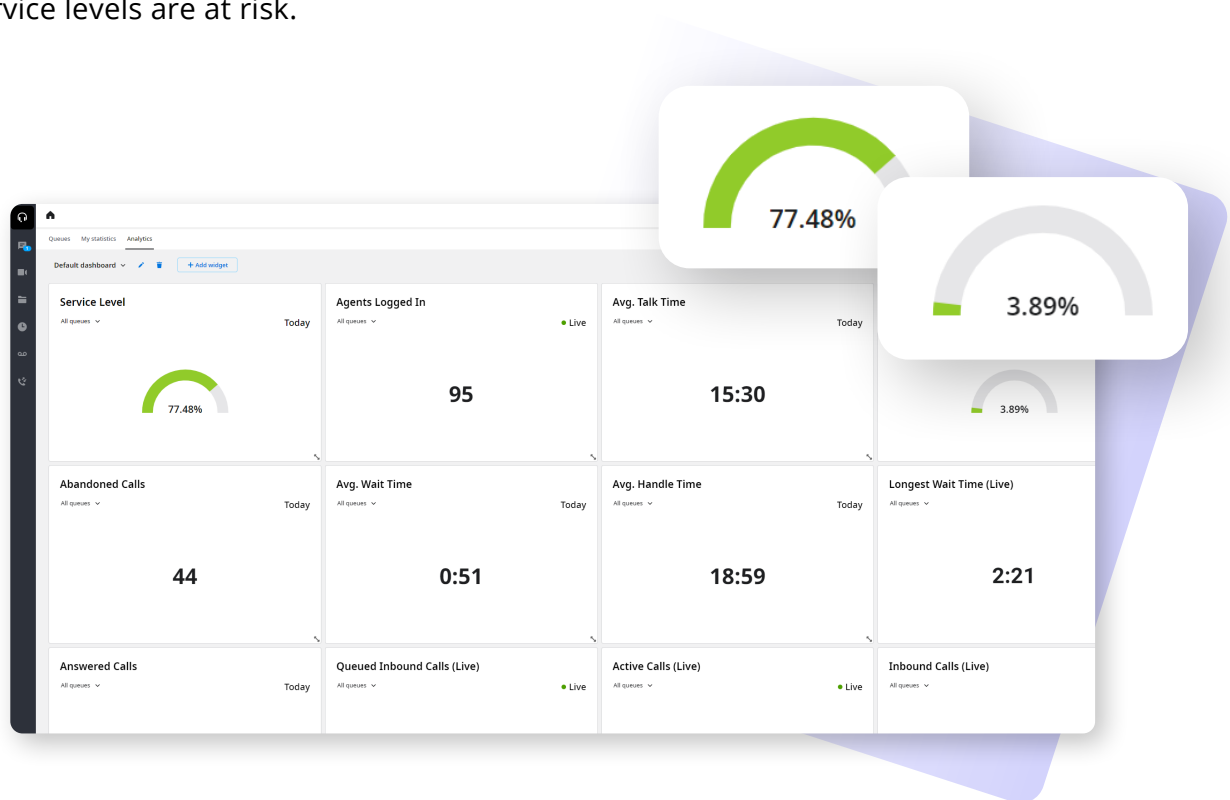
DURING THE INTERACTION

Actively manage queues, not just receive calls – Use advanced queue controls like priority routing, callbacks, and real-time agent state management to reduce wait times and improve flow.

Empower agents with context and control – Agents manage all interactions from a centralized workspace with visibility and permission to join or leave queues as needed and access to customer context.

Skip the queue with self-service – Go beyond basic greetings with IVR workflows that integrate with your systems (e.g., CRMs, payment processing) to help customers complete tasks without agent involvement.

Monitor performance in real time – Give supervisors and admins live dashboards, set customizable SLAs, and queue visibility to track activity as it happens and take immediate action when service levels are at risk.



AFTER THE INTERACTION

Turn every interaction into insight – Access detailed historical reporting across queues, agents, and customer interactions to identify trends, measure performance, and improve outcomes over time.

Standardize after-call work – Use configurable wrap-up time, agent states, and disposition tracking to ensure every interaction is properly documented and completed before moving to the next.

SUPERCARGE YOUR TEAM WITH AI

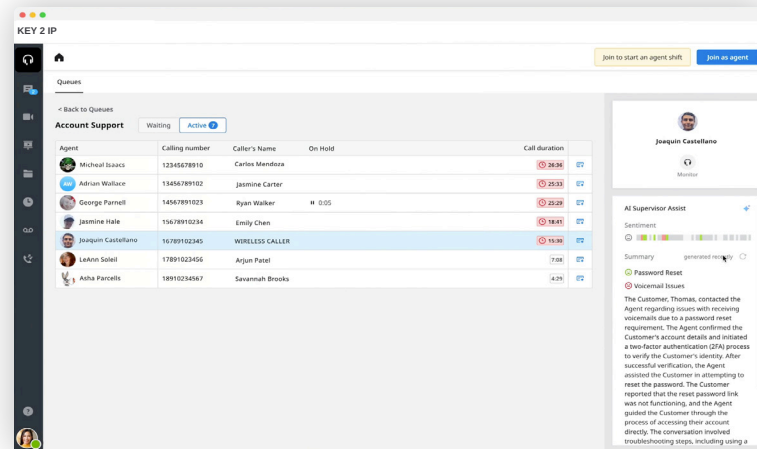
REVEAL INSIGHTS WITH AI STANDARD (ADD-ON)

- Give agents full context by showing summaries of prior interactions when customers call back.
- Provide real-time support through an AI chat window during conversations using AI Agent Assist to reduce handle times and holds.
- Automatically generate transcripts, summaries, and sentiment after each call to eliminate after-call work and give better visibility for call reviews.

GET MORE REAL-TIME WITH AI ADVANCED (ADD-ON)

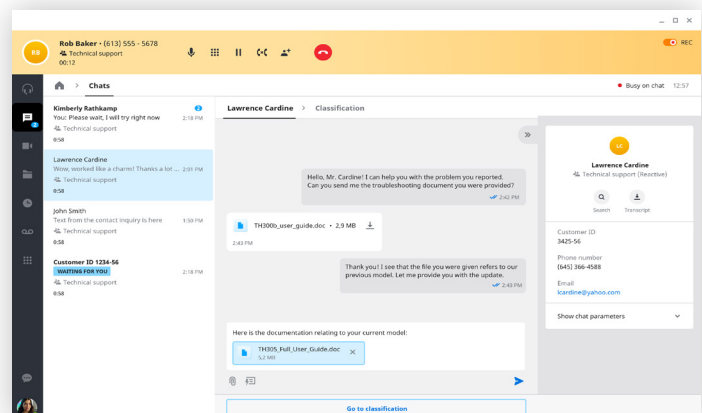
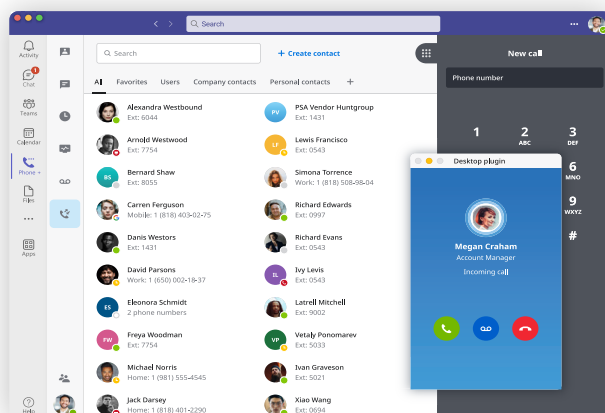
Get everything with the AI Standard package plus:

- More AI Agent Assist features including automated suggestions, live sentiment and transcription, and instant, editable call summaries to guide agents in real time, reduce errors, and get them to the next call.
- Enable real-time coaching with AI Supervisor Assist that includes live sentiment, summaries, topics, and transcriptions to correct issues before they escalate



WORKS WHERE YOUR TEAMS WORK

Contact Center Pro lets agents and supervisors manage their work in the apps they use every day – whether that's in our integrated UC application, in Microsoft Teams, or even by itself.



A BETTER EXPERIENCE FOR EVERYONE



CUSTOMERS

Get faster connections to the right person with intelligent routing and queue management that reduce wait times and unnecessary transfers, with a consistent experience from the first interaction.



AGENTS

Work from a single, centralized workspace with visibility into queues, customer interactions, and call context so they can resolve issues efficiently without switching between tools.



SUPERVISORS

Monitor queue activity and agent performance in real time, track service levels, and use reporting insights to improve team performance and customer outcomes.



ADMINISTRATORS

Configure routing, queues, and users from a centralized system, with the flexibility to adapt workflows and scale operations as business needs evolve.

UNLOCK MORE WITH CONTACT CENTER ELITE

Contact Center Elite includes all channels (SMS, email, chat, and WhatsApp), the AI Standard package, automated outbound notifications, Workforce Management, and Quality Management to help businesses respond faster, reduce wait times, and deliver a more consistent experience for every customer.

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

QUESTIONS? CONTACT US TODAY!