Start Offering A
Seamless Customer Experience

Our Call Center Solution gives you the modern, secure communications businesses need in this increasingly modern world. Leverage the functionality of an easy-to-use Call Center Solution that will skyrocket your customer satisfaction.

GET THE MOST OUT OF A FEATURE RICH CALL CENTER SOLUTION

Multi-Channel	Inbound Voice Queues	Call Center Agent Login/Logout	Call Recording & Transcriptions
Interactive Voice Response (IVR)	Whisper & Barge-In	Screen Pop & Click-to-Call	Live Monitoring
Automatic Call Distribution (ACD)	Dashboards & Analytics	Realtime Wallboards	Geographical Survivability
Sentiment Analysis	SMS & MMS	Cradle-to-Grave & Historical Reporting	24/7 Network Monitoring

" *Researchers found **69 percent** of strategic decision-makers within the U.S. believe **the contact center is a "business-critical revenue generator"** and that contact centers **can deliver increased revenue** per transaction and better returns on marketing investment through improved conversion rates, upselling and cross-selling.*"

Optimized Workforce
Increase first-call resolution by ensuring every agent is following best practices for resolving customer issues using our flexible workflow agent scripting.

Improved Bottom Line
Utilize a call center solution to maximize every revenue opportunity by quickly connecting callers to agents with the best skills to help.

On-Demand Scalability
Easily increase or decrease agent seats depending on your business needs. Get the scalability you need to grow your business and watch your bottom line.

Improved Customer Experiences
Utilize valuable reporting that enables you to predict customer behavior and plan accordingly, resulting in increasing customer satisfaction and loyalty.

FOR MORE INFORMATION
http://www.cti-stl.com

636.537.7200

Communications Technologies, Inc.