MyCloud
CONTACT CENTER

MyCloud Contact Center

ENHANCE YOUR CUSTOMER INTERACTIONS

Customer experience (CX) is critical for retaining and acquiring new business. Yet historically, contact center technologies, vital for expedient and holistic customer service, have been created almost exclusively for large enterprises and dedicated outsourced contact centers.

Until now… Introducing MyCloud Contact Center, a comprehensive multichannel contact center platform that brings enterprise-level contact center capabilities to SMB customers at a reasonable cost.

CONTACT CENTER FOR ANY BUSINESS

MyCloud Contact Center is a cloud-based, scalable, customizable and easy-to-use contact center solution that provides businesses with:

➕ Multichannel – Integration of voice, email, SMS and webchat into a single workflow for agents.

➕ Interactive Voice Response (IVR)

➕ Skills-Based Routing

➕ Queue Callback

➕ Supervisor Control

➕ Contact Center Agent Client (CCAC)

➕ Salesforce CRM Integration

➕ Call Recording

➕ Realtime Wallboards

➕ Contact Center Cradle-to-Grave and Historical Reporting

PHONEWARE
cloud-based telecom

INTERACT THROUGH EVERY CHANNEL IN A SINGLE PLATFORM

MyCloud Contact Center enables your business to communicate with customers via their preferred pathway, with full routing and interaction management functionality, ensuring optimal customer experience delivery regardless of how customers choose to engage with your business:

VOICE

Deliver exceptional personal service to build meaningful relationships with every

SMS

Engage customers in a convenient and personalized manner through SMS engagement

EMAIL

Our Email Management solution equips MyCloud Contact Center with email communication to seamlessly handle customer inquiries, support requests and issue resolution with precision.

WEB CHAT

Engage customers in real-time through web chat on your website, with a customizable widget for seamless brand integration, empowering your agents to assist customers and new prospects fast.

ENGAGE YOUR CUSTOMERS & OPTIMIZE YOUR WORKFORCE

Use MyCloud Contact Center to keep your customers engaged and staff productive through:

CALL QUEUING

Handle high call volumes efficiently and reduce customer

SKILLS-BASED ROUTING

Match customers with the most suitable agent, reducing response times and call transfers.

QUEUE CALLBACK

Customers can request a callback, allowing them to continue their day while maintaining their position in the

CALL RECORDING

Monitor every call to ensure a consistent customer experience.

AUTO ATTENDANT

With our auto-attendant system, you can empower customers to navigate menus and resolve inquiries fast, freeing up agents to focus on complex issues.

WORKFORCE MANAGEMENT

Our Workforce Management solution allows you to simplify resource management and get the most out of

QUALITY MANAGEMENT

Our Quality Management solution improve customer experiences and agent performance.

IMPROVE YOUR CUSTOMER EXPERIENCE WITH ACTIONABLE REPORTING

MyCloud Contact Center comes equipped with comprehensive reporting, including:

STANDARD & CUSTOM REPORTS

Access 30+ templated reports and create custom reports. Gain insight into agent performance, customer satisfaction and critical contact center metrics. Access real-time and historical data visualization options.

REALTIME WALLBOARDS

Realtime Wallboards lets you see agent call activity, status and queued call activity within a single display. Customize wallboards to fit KPIs and send real-time threshold alerts to agents through email, SMS texts and screen pops.

CONTACT CENTER CRADLE-TO-GRAVE

Gain context around the customer's journey through display of every customer interaction within a single window. In one click, supervisors can see details, such as call length and agent notes, giving insights to identify agent strengths and weaknesses to better inform training and coaching.

PHONEWARE
c l o u d - b a s e d   t e l e c o m