

# Intermedia® Contact Center

Move your Contact Center to the cloud and experience a highly reliable, secure, and full-featured solution that can be up and running in days, not months. With Intermedia Contact Center, more responsive, informed, and positive customer experiences are in your future.

Customizable call flows and exceptional QA features help ensure more efficient interactions

Voice, chat, and email queues combine into a single omni-channel experience

Real-time customer insights speed agent-customer interactions

Dynamic notifications extend reach while respecting audience preferences

Deep historical reporting helps drive improved future interactions

**Intermedia Contact Center** improves customer interactions for businesses of all sizes and help you differentiate from the competition where it matters most – the customer experience. Contact Center enables you to:

- Support multi-site contact centers and remote agents
- Centralize management from one portal, accessible anywhere, any time
- Keep an eye on service levels, and analyze team performance by queue, team, or agent with real-time dashboards and historical reports
- Easily manage customizable agent skillsets and statuses
- Centralize the handling of calls, web chat, email, and SMS in a single application with our omnichannel capabilities
- Enhance audience engagement with outbound dialing and advanced outreach campaign capabilities
- Send out post-call surveys to measure satisfaction
- Quickly and easily integrate with CRM and WFM systems
- And much more...

\* According to Frost & Sullivan's 2019 Cloud Contact Center Market Analysis

## INTERMEDIA CONTACT CENTER CUSTOMER BENEFITS

### INSPIRING INTERACTIONS

Total customizability in call flow ensures callers reach the right agents at the right time, while exceptional QA features deliver greater results.

### Skillsets

Skills-based routing means the agent most suitable to take the inquiry is reached.

### Callbacks

After a period of time, queued callers can request a callback and the next available agent will get their request. The system will wait to ensure the agent is ready before dialing – meaning better-prepared agents and interactions.

### Preferred Agent Routing

You can assign a certain agent to act as “point” on complex cases; with Preferred Agent Routing, calls and chats will be routed to an agent of your choosing.

### Dashboards and Live Monitoring

Our Dashboards help you monitor the platform in real-time, including wait times, service levels, and much more. Live Monitoring lets you tune into specific interactions - and even take control as needed.

### CUSTOMER-CENTRIC CHANNELS

Intermedia Contact Center rolls up voice, chat, and e-mail queues into a single, streamlined omni-channel experience.

### Queues & Contact Center Agent

With Intermedia Contact Center, you can forget the idea of a “queue” being only for voice calls. Powered by Intermedia’s Contact Center Agent (CCA) software, voice, chat, and e-mail interactions are all seamlessly integrated.

### INCREASED INTERACTIVITY

Build auto-attendants that perform any number of tasks, from common to complex. Extend the capabilities even further with custom API integration!

### Auto-Attendant Studio

You can easily create custom auto-attendants and deploy advanced functions like variables, conditional logic, and much more. Intermedia Contact Center puts amazing power at your fingertips via an intuitive drag-and-drop visual interface. Plus, custom API integration delivers even greater functionality.

### IN-DEPTH INSIGHTS

Real-time insights get agents into context quickly, helping to deliver more informed responses that shorten times to resolution. Plus, deep historical reporting helps improve future interactions.

### Customer Journey

The Customer Journey feature shows agents, right in their CCA view, the recent touchpoints for a given caller so they’re up to date on where the story stands, and how they can more immediately and effectively address the situation.

### Custom Reports

You can choose from hundreds of pre-built reports on call distribution, service level adherence, unanswered calls, post-call surveys, and so much more. Our Product specialists can also develop custom reports to best meet your unique needs.

### OUTSTANDING OUTREACH

Intermedia Contact Center can be a profound force for customer outreach - empowering agents with tools such as dynamic notifications.

### Dynamic Notifications

Turn your contact center into an outreach powerhouse. From simple appointment reminders to multi-channel marketing campaigns, Dynamic Notifications dramatically extends a company’s reach while still respecting customer preferences.

## THREE WAYS TO GET INTERMEDIA CONTACT CENTER

Intermedia makes it easy to address your contact center needs, no matter the size of your business or your requirements. We offer 3 plans to choose from, with the ability to add other Intermedia cloud business applications to create a holistic suite of powerful tools to support your business.

Factors	CONTACT CENTER EXPRESS	CONTACT CENTER PRO	CONTACT CENTER ELITE
CC License Type	Named Agents	Concurrent Seats*	Concurrent Seats*
UC Bundling Sold with Unite	Sold with Unite ONLY	Sold with Unite OR Standalone	Sold with Unite OR Standalone
Admin Portal	✓	✓	✓
Supervisor App	✓	✓	✓
Real-Time Agent Status	✓	✓	✓
Inbound Voice Channel Queues	✓	✓	✓
Automatic Call Distribution (ACD)	✓	✓	✓
Position in Queue & Estimated Wait Time Messages	✓	✓	✓
Supervisor functions (Monitor, Whisper, Barge-in)	✓	✓	✓
Real-Time, Historical & Graphical Reports	✓	✓	✓
Real-Time Dashboards	✓	✓	✓
Call Recording	✓	✓	✓
Pre-Built Integrations (Dynamics, Salesforce, Zendesk, Slack) <sup>1</sup>	✓	✓	✓
Agent Desktop & Web Application	✗	✓	✓
Scheduled & Custom Reports	✗	✓	✓
Customizable IVR	✗	✓	✓
Skill-Based Routing	✗	✓	✓
Geo-Routing	✗	✓	✓
Advanced Rules-based Routing (Last agent, Preferred agent etc.)	✗	✓	✓
Custom Agent Status	✗	✓	✓
Real-Time Customizable Threshold Alerts	✗	✓	✓
Queued Callback & Queued Voicemail	✗	✓	✓
Emergency Queue Bulletins	✗	✓	✓

Post-Call Surveys	X	✓	✓
Text-to-Speech	X	✓	✓
Call Scripting	X	✓	✓
Outbound Voice & Blended Channel Queues	X	✓	✓
Outbound Dialer (Scheduled Power Dialing)	X	✓	✓
Elastic Demand Support <sup>2</sup>	X	✓	✓
Chat Channel Queues	X	Add-on (+\$)	✓
Email Channel Queues	X	Add-on (+\$)	✓
SMS Channel Queues	X	Add-on (+\$)	✓
Dynamic Notification (Voice, E-mail & SMS) <sup>3</sup>	X	Add-on (+\$)	✓
Schedule Manager	X	Add-on (+\$)	✓
Evaluator (QA Templates & Scoring)	X	Add-on (+\$)	✓
Screen Recording	X	Add-on (+\$)	✓
Custom CRM Integration	X	Prof. Services (+\$)	Prof. Services (+\$)
Custom WFM Integration	X	X	Prof. Services (+\$)
Custom IVR Integrations & Selfservice applications (DB Data Dips, Intelligent Routing, Payment IVRs etc.)	X	X	Prof. Services (+\$)
Speech Recognition Integration	X	X	✓

#### CONTACT CENTER CONCURRENT SEAT USAGE

Inbound Domestic (Contact Center Usage)	N/A (As per Unite bucket)	6,000 mins/month per concurrent seat	6,000 mins/month per concurrent seat
Outbound Domestic (Contact Center Usage/Dialer)	N/A (As per Unite bucket)		
Toll-free Inbound/Outbound	As per toll-free bucket/per minute	As per toll-free bucket/per minute	As per toll-free bucket/per minute

\* Number of users signed-in

1. For Express, includes ALL available Unite Integrations. For Advanced & Elite, includes SFDC Classic, Lightning (no click to call), Dynamics, Zendesk & Slack integrations
2. CC Bursting limited to 50% of subscribed seat capacity. Billing will be for peak concurrent sign-ons during period- no min. usage duration and be reflected on next bill cycle. "Burst & release" model - billing in advance for next period reflects subscribed seat count (not previous period's peak). Does not apply to Unite named user services.
3. Desired channels add-ons (Email & SMS) - sold separately



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