Contact Center

Connect with your customer through better interactions, deeper insights, and more efficient solutions.

Contact Center

Contact Center is a hosted voice communications software solution that allows business users to accept calls destined for an inbound call center to handle customer inquiries. This solution enables agents to work remotely, providing you with the opportunity to expand your hiring range across the country, or even globally – all they need is an internet connection. Additionally, the metrics provided ensure your agents are empowered to deliver optimal customer service. The cloud-based solution is easily set up without interrupting your current workflow.

Benefits:

- Inspiring Interactions:
  - ✓ Customizable call flow guarantees callers reach the right agents at the right time; delivering greater results.
  - ✓ Skills-based routing ensures that calls are delivered to the most suitable agent for the issue.
  - ✓ Queued callers can request to receive a call back from the next available agent. This ensures better prepared agents and interactions.
  - ✓ Preferred agent routing allows you to assign an agent to be in charge of complex cases.
  - ✓ Dashboards, Live Monitoring and Call Recording assists you with control over your business and even help with specific interactions.

*All features not available with all service levels. See Levels of Service Sheet for more detail.

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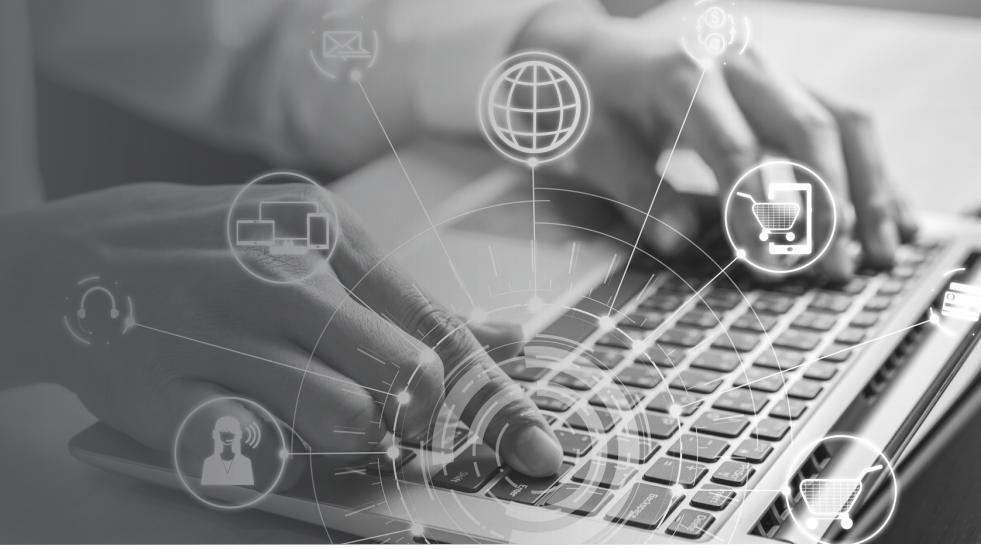
About Glo Fiber Enterprise

Our parent company, Shentel, has been in this business for roughly 120 years. Our advanced fiber network is built to ensure you keep pace with the ever-changing demands of our connected world.

Benefits:

■ Customer-Centric Channels
- ✓ Contact Center Agent software, voice, chat and email have been rolled into a single, streamlined omni-channel experience.

■ Increased Interactivity
- ✓ Build custom IVRs to meet your unique needs using an intuitive visual interface. Custom API integration helps deliver high-level functionality by integrating with your hosted business applications.

■ In-Depth Insights
- ✓ Data from multiple sources is collected in one place to prepare agents to get to an informed resolution in a shortened amount of time.
- ✓ Custom reports to help focus efforts to improve key metrics such as call distribution, post-call surveys, unanswered calls and more.

■ Outstanding Outreach
- ✓ With Dynamic Notifications, you can turn your Contact Center into an outreach powerhouse, from simple appointment reminders to multi-channel marketing campaigns. Dynamic Notifications dramatically extend your company's reach while still respecting customer preferences.

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