

Struggling with the Contact Center System?



- Are you looking for ways to reduce operations cost?
- Are you struggling with IT support?
- Would you like to improve the experience of your callers?
- Do you really know what is going on in your Contact Center?
- Would you benefit from agents in different locations?
- Do you need to reach out to a lot of people?
- Are you paying maintenance fees for software or hardware?
- Are you faced with frequent planning of upgrades?

VSC Virtual Contact Center has the Answers



You don't need to buy, maintain or manage a contact center system. Focus on your business and manage your agents and leave the contact center to VCC. The On-demand Virtual Contact Center services require only a personal computer and broadband internet service.

With the VCC service for a low monthly fee your company can offer a World Class Contact Center. VCC service can be customized to meet the image your company wishes to present

and the service level that your callers expect.

With the comprehensive reporting provided by the VCC service, you can understand the performance of the contact center agents, incoming call activity and your service level provided to your callers. With the VCC Campaign management the same contact center agents can accept incoming calls and optionally make outbound calls to your prospects or customers.

All of this without the need to purchase any software or hardware or incoming phone lines with all the associated costs and headaches of managing your own contact center solution.

Benefits Summary

- Full features for a low monthly fee
- Less than a day to setup and easy to learn and use
- Lower cost by eliminating
 - Dedicated IT support
 - Phone line rental (uses broadband service)
 - Special on site hardware or software to buy
- Comprehensive Management Information
- Agent Performance
- Outbound & Inbound call profiles
 - Quick to expand – same day
 - Record caller conversations

Interactive Voice Response (IVR) permits customization of your callers experience and can reduce agent time on the phone.

Automatic Call Distribution (ACD) balances and redirects the incoming calls to your agents to ensure an optimum level of service.

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