



# MOMENTUM

## CALL CENTER

Momentum's Cloud Call Center provides *best-in-class functionality and efficiency for your business.*

## CLOUD-BASED SOLUTION

Unlike existing on-premise call center solutions that are sometimes hosted and managed by the customer, Momentum's Cloud Call Center is a purpose built cloudbased solution that provides advanced call center capabilities, leveraging all the functionality of the Momentum platform.

## EFFICIENTLY MANAGE YOUR CUSTOMER INTERACTION

Driven by the significant technical and commercial advantages of the cloud-based architecture – such as virtual queues, remote agents and supervisors, and reduced capital and operational costs – hosted call centers are becoming more popular than ever. Whether you are a small business queuing calls for a receptionist, a wholesale call center handling calls for multiple companies, or a more specialized environment such as a call center with mobile agents – every business can benefit from Momentum's Call Center services.

Momentum's cloud-based Call Center offers three agent types: Basic, Standard, and Premium. At various levels, the Call Center serves as a solution for individuals and small groups who may only need simple call distribution and queuing features, as well as large formal call centers that need complex call distribution, desktop clients, and advanced reporting on queues and agents.

### FEATURES

- **Automatic Call Distribution (ACD):** Quickly route callers to the appropriate agent in the right priority, using a flexible set of routing policies.
- **Queuing:** Ensure that incoming callers never receive a busy signal or no answer, and are greeted with appropriate announcements and hold media.
- **Web-based Agent & Supervisor Desk**  
**Clients:** Provide a next-generation look and feel for call center management and options for when, where, and how users manage their customers, agents, and queues.
- **Virtual Queues:** Queues can include agents and supervisors that span multiple locations, allowing employees to work from anywhere.
- **Powerful Reporting Engine:** Supervisors and managers can monitor real-time queue and agent activity, as well as generate in-depth historical data and trends on queues and agents, allowing them to improve performance and ensure calls are handled efficiently.
- **IVR/Auto Attendant:** Brings together communications tools into a single interface.
- **Unified Communications:** Guide callers through with self service applications, using voice prompts to identify the appropriate queue or agent.

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## More businesses are turning to Cloud Call Center because of the technical innovations and commercial advantages of cloud-based solutions.

Benefits include: virtual queues, reduced technical and operational costs, and the opportunity to build a U.S.-based team with remote representatives and supervisors nationwide.

### FEATURES

#### Rethink Call Centers

Representatives can accept calls from up to five different devices — IP phones, soft phones, and mobile phones — at any location associated with their assigned number or 4-digit extension. A flexible solution gives users better control over their communications and empowers improved performance and customer satisfaction.

#### Converge Desktop Software

Representatives can access account information on integrated CRM screens with intuitive call controls, click-to-dial features, and supervisor escalation options. Depending on the level of service, they can interact with customers via phone, chat, audio, or video.

#### Expand Monitoring Features

All voice and data are monitored and recorded, providing supervisors with the ability to review the real-time status of agents and queues, review daily reports by email or on-demand CRM software, and assign key performance and customer satisfaction metrics.

#### Improve Flexibility And Scalability

Supervisors can forecast and schedule staffing requirements to meet anticipated call volume by hour, day, season, promotion, and product introduction without having to worry about where agents are physically located. Queues can be assigned as needed and seats or numbers can be added.

#### Customize Contact Queues

With fluctuating peak calling times, agents at different performance levels, and representatives with varying skill sets, maintaining the workflow of a call center can be challenging. Momentum Call Center's browser-based applications and Automated Call Distribution (ACD) make it easy to manipulate queues to fit changing business needs.

#### Security Strength

Because cloud-based call centers reside in hosted environments, they have a stronger security infrastructure than most small- and medium-sized businesses or outsourced call centers.

#### Eliminate Downtime

Cloud-based call centers eliminate the downtime associated with software upgrades, hardware maintenance, inclement weather, and other outages. Momentum Call Centers are supported by multiple redundancies to ensure uninterrupted service — running industry-leading uptime.

Momentum's cloud-based Call Center increases productivity with the ease of management and provisioning for multi-site, remote, and expanding businesses, but without the costs associated with in-house call centers or loss of quality associated with outsourcing call centers. Businesses also eliminate virtually all software, hardware, implementation, and recurring expenditures.

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