

CONTACT CENTER SOLUTIONS

Make the most of every customer interaction.



At EarthLink Business, our fully-certified equipment consultants leverage a wide portfolio of Contact Center solutions from Cisco, Polycom, Avaya, NEC and ADTRAN to deliver customized solutions that help you gain the advantages of increased agent efficiency, more effective customer engagements and the cost savings of IP convergence.

Our Contact Center solutions help you make the most of every customer interaction, enabling your agents to efficiently handle calls based on your call routing choices, including the first available agent, the least busy agent, or based on agent skills. Advanced Contact Center features enable simplification of customer management, tracking of results and agent training. Create a more superior customer experience while balancing costs and improving efficiency by leveraging your traditional circuit-switched or converged IP network.

Benefits

Features

Revenue Generation: provide your agents with the right information to up sell and offer promotions that expand business with current customers and close sales with new prospects.

Efficiency: operate your contact center as close to capacity as possible through monitoring and reporting capabilities that enable you to utilize agents in the most appropriate manner.

Greater Return on Investment (ROI) while consistently delivering best-in-class service

Customer Satisfaction: use of a responsive and interactive contact center improves customer satisfaction and can increase customer loyalty.

Benefits

Features

We offer advanced applications that enable agents to effectively provide services beyond simple order-taking and technical support. Engage with customers through new channels to achieve greater customer loyalty and an outstanding competitive advantage.

- Customers can interact with your business seamlessly - anywhere, anytime, and on any device
- Single interface for blending inbound/outbound voice, email, web chat, and IM customer interactions