



Increase Revenues and Build Trusted Customer Relationships with Communications Technologies, Inc's Cloud Contact Center

Communications Technologies Inc's Cloud Contact Center offers more functionality than traditional hardware, at a fraction of the cost. Our Cloud Contact Center leverages the "Cloud" model to deliver a customizable and easy to use call center solution. We provide you with the tools you need to enhance your customer experience and deliver world class support.

Time is Money, Increase Your Speed to Market

Adopting Cloud Contact Center is painless and fast. You will have a state-of-the-art contact center solution up and running in just a few weeks. Plus, with our ability to rapidly add new services and features, you will have a cutting edge contact center without any delayed timelines or costly resources.

Increase Revenue

With Intelligent Skill Based Routing, you will be able to provide a profitable customer experience every time. You will have the ability to quickly connect callers to agents with best skills to help them, allowing you to maximize every revenue opportunity.

Enhance Your Customer Loyalty

With over hundreds of reports at your disposal and the ability to create custom reports, you will be able to learn from your past customer interactions and determine why your customers are contacting you. This valuable information will allow you to predict customer behavior and plan accordingly, resulting in increasing customer loyalty.

Improve Agent Productivity

Increase your agents' ability to provide first call resolution by ensuring that every agent is following best practices for resolving any customer issue using our flexible work-flow agent scripting tools. More productive agents means you can serve your customer more efficiently and reduce costs.



Industry Insight

Today's contact centers are under pressure to contribute significantly to top-line revenue and bottom-line profit. Loudhouse research found 69% of strategic decision makers within the US believe the contact center is a "business-critical revenue generator" and that contact centers can deliver increased revenue per transaction and better returns on marketing investment through improved conversion rates, up-selling and cross-selling.



24/7 Network Monitoring:

Our dedicated team ensures industry leading standards for security, availability and reliability. We have 24/7/365 network monitoring that ensures 100% availability.



Geographical Survivability:

Geographically dispersed throughout North America, our data centers provide maximum disaster preparedness. Operating 24/7, our data centers provide support to any connectivity and application needs.



Automatic Software updates:

Get the latest features and functionality without the hassle of costly software and hardware upgrades. Your contact center software is set to update automatically at no cost to you.





On-Demand Scalability:

Our no-contract fee structure means that you only pay for what you use. Now you can easily increase or decrease agent seats depending on your business needs.



Inbound Voice Queues:

With inbound voice queues, you will have the ability to setup multiple simultaneous call queues to meet your business needs. Now you can guide your customers to the right agent every time.



Multi-Skill Routing:

Our Multi-Skill Routing navigates through the callers in queue and efficiently directs them to the agent with the right skill set to help them. The system makes sure that all calls are always routed to the best available agents with highest proficiency.



Call Recording (with agent notes):

Your agents and managers can review any call anytime to ensure that they are following your company's quality standards.



Live monitor, Whisper, Barge-in:

With Live Monitor, you can monitor live agents and customer interactions. You will be able to see the real-time status of your call center agent, queues, IVRs and more.

Improve customer experience with whisper and barge-in features. With whisper and barge-in features, you will be able to assist your agents and improve customer service quality.



Agent & Web Chat:

Our chat feature will allow your agents and supervisors to communicate with each other without putting callers on hold, resulting in a faster and more efficient call resolution. Plus supervisors will have the ability to broadcast important updates to multiple agents simultaneously.

We're committed not only to maintaining industry-leading service standards, but also to choosing the greenest ways to run our business. Using Saddleback's solution for our customer service teams allows us to achieve both.

Denise Austin

President & CEO
ecobee

The reporting functionality, features, and usability differentiate this solution from anything currently available. Saddleback's Cloud Contact Center is a well-established, robust solution that addresses a wide range of customer needs.

Warren Reyburn

Vice president of Operations
Line Systems Inc.

Saddleback's Cloud Contact Center has been a great addition to our Help Desk! The application is easy to manage, and we receive all our calls without issue. They deliver first class service without charging first class rates!

Michael Smith

Help Desk Manager
Ureach Technologies





Real-Time Stat Display & Wallboard:

Monitor status of your queues quickly and efficiently to make sure you are meeting your service level standards. With Wallboards, your team can view the overall performance of the entire contact center and be aware of the service goals.



Real-time Graphical Dashboard:

Monitor crucial call center metrics and track agent performance in real-time. Now you will have valuable insights at your fingertips that will enable you to make decision resulting in improving customer service.



Custom Agent Status Settings:

Agent status is the most efficient way to show your entire team what each agent is up to and whether or not they are available to take calls. With Custom Agent Status Settings, your agents can go beyond the traditional "Available" or "Away" statuses. Now your agents will have the ability to set status settings while being in "Available" or "Away". For example: If your agent is in training but is available to take customer calls, he/she can set a custom status that indicates what activity they are currently in progress while being "Available".



Custom Multi-Level Dispositions:

Who called your contact center? What did the customer call about? What transaction did the customer perform? Now you can answer these questions and more through our Custom Multi-Level Dispositions. Get detailed data regarding the customer's call and track the outcome of the call from start to finish. This powerful feature will enable you to aggregate data into actionable insights.



Detailed Call & Agent Statistics:

Manage and improve agent performance by using real-time performance data. Your call center managers will have all the detailed statistics needed to track agent efficiency as well as queue efficiency. Plus, by analyzing detailed agent statistics, you will be able to decrease operational costs by having the right amount of staff present and eliminate the problem of over or under staffing at your contact center.



About Communications Technologies, Inc.

Communications Technologies, Inc. provides businesses VoIP and traditional (TDM) phone systems nationwide. Located in Chesterfield, CTI has developed relationships with local and national carriers which provides added benefit to businesses looking to move, add or change carrier services.



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