



# Ubity Contact Center

## PRODUCT SHEET



## OVERVIEW

Do you have a customer service or sales team for which you would like to set up a simple and efficient contact center? With Ubity's contact center solution, you will be able to offer a personalized experience to your customers and you will have a wide range of tools to effectively monitor the performance of your agents.

## KEY BENEFITS

### ✓ **Fast and low-cost set up**

Our advanced contact center can be set up quickly at very competitive costs.

### ✓ **Adaptable to both small and larger teams**

Ubity's contact center solution meets the needs of small teams as well as the ones of large contact centers.

### ✓ **Flexible configuration via an online portal**

The flexibility of the solution allows you to quickly reduce or increase the number of agents directly from our management portal, Studio.

### ✓ **Simple assessment of agent productivity and efficiency**

Ubity's contact center tools enable supervisors to efficiently and diligently manage their agents' performance.

### ✓ **Analysis of activities via an intuitive dashboard**

The Ubity solution provides a dashboard for contact center agents, allowing them to share their activity status, to report actions such as coffee breaks, to track call status, and more.

## Did you know



Companies that install a contact center experience an **increase of at least 10% in revenue**, and a **significant improvement of customer satisfaction!**



## KEY FEATURES

Ubity's contact center solution offers features that will improve system administration, agent supervision, agent call management and customer experience:

### SYSTEM ADMINISTRATION

- ✓ Flexible configuration of call queues
- ✓ Assign different priorities to the registered agents
- ✓ Log in agents into one or more call queues
- ✓ Assign different phone numbers to different call queues, such as an agent's cellphone

### AGENT SUPERVISION

- ✓ Visualization tool for call queues in real time and comparison of agent performance
- ✓ Silent Call Monitoring to listen in on an ongoing call
- ✓ Call Barging to intervene during an ongoing call
- ✓ Whisper Coaching to help an agent during an ongoing call without the caller knowing
- ✓ Detailed and in-depth reports
- ✓ Alerts by email or SMS for a problematic call queues (e.g. waiting time too long, length of a call is too long, maximum of number of calls in progress is reached, etc.)
- ✓ Call recording and recording launch options in compliance with PCI security standards
- ✓ Instant additions (log), withdrawals (delog) and modifications (e.g. activity status) of agents in the call queues via online portal

### AGENT CALL MANAGEMENT

- ✓ Dashboard of call queues, registered agents and their activity status
- ✓ Customized activity statuses
- ✓ Detailed and in-depth call reports
- ✓ Call recording
- ✓ Click-to-Dial to place a call in one click

### CUSTOMER EXPERIENCE

- ✓ Set up hold music and personalized announcement messages according to the different queues
- ✓ Call-Back function according to the position of a caller in a queue
- ✓ Announce waiting times and/or position of the caller in the queue
- ✓ Dedicate a specific voicemail to a call queue
- ✓ Forward a call from a queue to another



## REQUIREMENTS

- ✓ The use of Ubyty's online management portal, Studio, is required to access contact center features.

## PRICING

- ✓ A **monthly fee** is applied **per registered agent** at the contact center

## ABOUT UBITY

With offices in Montreal, Quebec City, Toronto and Vancouver, Ubyty empowers its business customers by providing them with a complete range of communication tools based on IP technology since 2007. With our broad technical expertise and ability to adapt to new technologies, we connect the economic powerhouses of today and tomorrow to the benefits of cloud communications and collaboration.

### Let's start talking!



For more information about Ubyty's contact center solution, contact a Ubyty representative at **1 877 315-1920**, option 1.

For technical support regarding Ubyty's contact center solution, visit the **Contact Center** category of our online support site via **support.ubity.com**, or contact a customer service representative at **1 877 315-1920**, option 2.

