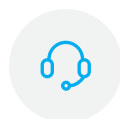# Impact Call Center

Want to increase customer engagement and elevate the customer experience without the cost and complexity of a full-featured contact center platform? Impact's Inbound Cloud Call Center was designed just for you. It's easy to set up and use through an intuitive web interface, includes the key features required by most SMBs, and integrates seamlessly with Impact's Cloud Phone System. It provides a feature set that lets your business handle calls – and callers – easily, efficiently and professionally.

In the Cloud, Because Hardware is a Hassle

Premise-based equipment headaches are now a thing of the past. Impact Call Center is hosted in the cloud, so you can relax knowing there is no equipment to purchase and maintain, or software updates to deal with. We handle everything within our secure, redundant data centers. Now your agents and supervisors can work anywhere while calls are queued in the cloud, providing built-in business continuity, removing geographical boundaries from your call center hiring, and allowing you to operate profitable multi-site call centers with total peace of mind.

Advanced Call Management With Skills-Based Routing

Impact Call Center's automatic call distribution (ACD) engine with skills-based routing sends your customers' calls to the appropriate agent based on their knowledge and experience level, and agents can be in multiple queues at the same time. Call center agents can see selective call handling functions clearly displayed in their own web-based dashboard with call transfer, conferencing and auto answer capabilities. Callers also have the option of receiving a call back when their position arrives in the queue, reducing the number of abandoned calls and keeping your customers happier.

> Auto Attendant/IVR With Multiple Entry Points
> Skills-Based Routing
> Queue-Based Routing
> Multiple Queue Assignment

> Queue Callback
> Location in Queue Announcement
> Music on Hold
> Auto Answer

Powerful Supervisor Management and Monitoring Tools

Call center supervisors can ensure the highest productivity and quality customer service when they manage the activities of their agents, monitor call flow, and analyze reports within the Impact Call Center platform. Listen in on agent calls or join calls when necessary through our intuitive web-based portal. Calls can be recorded at the queue and user level for quality assurance, compliance, liability protection, and identifying training gaps.* On-demand reporting and real-time monitoring enable supervisors to effectively manage agents and monitor key call center performance indicators. And all this can be done within the same call center location or for remote or home-based call agents across the country.

> Real-Time Management
> Dashboard and Reports
> Listen and Barge-In
> Contact History Details

> Configurable Call Monitoring
> Queue-Based Call Recording
> Hoteling

* Call Center Premium required for user-level call recording

Real-Time and Historical Detailed Reporting

Gain valuable insight into your call center performance with a wide range of user defined detailed reporting available in the Call Center Supervisor portal view.

Customizable Dashboard	Agent Availability Reporting
Queue Statistics	DNIS Statistics
Agent Statistics	Threshold Alerts

UC Integration

Impact Call Center is seamlessly integrated with our Impact Cloud Phone System and features are accessible through the Impact Online User Portal, allowing them to be accessed anywhere from any device.

Hosted Call Recording

Record inbound and outbound calls continually or on-demand with Impact Hosted Call Recording, included with Call Center Premium. Recordings are accessible through our intuitive Web-based portal.

Cloud Call Center
STANDARD

$21.⁹⁹*
/mo per user

Cloud Call Center
PREMIUM

$27.⁹⁹*
/mo per user

* In addition to Impact Cloud Phone monthly cost.

LEARN MORE AT:
www.impacttelecom.com/call-center

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