

Modernize and Enhance Your Customer Interactions

Maintain and grow your client base by providing robust, competitive, and profitable contact center capabilities to your customers. The SkySwitch Contact Center offers your business an additional revenue source that helps drive long-term loyalty. Our feature-rich solution integrates directly into the SkySwitch platform with no setup fees and single billing—at half the cost of competitive products.



A Growing Opportunity

According to Polaris Market Research, the global contact center software market was valued at \$23.81 billion in 2021 and is expected to grow at a CAGR of 20.3% through 2030. The company cites the expansion in omnichannel interaction, as well as the growing need to adapt to changing client expectations, as the primary reasons driving the development of the industry.



Ideal Customer Prospects

You don't necessarily have to be a Contact Center business to leverage this solution. Small to medium sized organizations can leverage our Contact Center solution to manage their SMS and voice capabilities which overall enhances and personalizes customer service to drive customer growth, for example:

- Front-office/retail businesses such as medical offices, law firms, veterinary clinics, or real estate agencies
- Customer support organizations such as technical support, customer service, insurance claims, or sales teams
- Hybrid workers such as work-from-home employees, dual-role workers, or managers (for improved visibility)

Benefits of Contact Center

- Empowers an omnichannel strategy to engage customers across various communication platforms, while viewing all conversations in one place
- Reporting capabilities to understand agent performance and efficiency
- Integration with CRMs for faster call identification to reduce call handling time
- Rules to adjust routing when agents are not available
- Ability to see previous interactions and notes built into web client—physical phone is not required
- Tracking of customer sentiment/CSAT scores
- Tracking and visibility of remote/hybrid workers





Key Features

Contact Center expands on basic call center functionality to deliver advanced capabilities—such as the ability to see full customer history with each interaction, no matter if it's SMS, chat, email or voice—with a clean and intuitive interface.

> Channel Types

- Voice
- SMS
- WebChat
- Email
- Facebook for Business

> Queue Treatments

- Skills and Language based routing
- Queue actions/rules
- Call back in queue (CBIQ) and Abandoned Callbacks
- SMS Keyword Responder

> Quality Assurance

- Call recording
- Coaching and silent monitoring
- AI Transcription and Summarization
- Post-call Survey

> Dashboards and Reporting

- Standardized reports
- Customizable reports
- Report subscriptions
- Customizable dashboards
- Real-time agent dashboard
- Real-time queues dashboard
- Export data for external analytics

> Agent Experience

- Web-based UX
- Downloadable client
- Browser-based softphone
- PBX phone support
- Call dispositions
- Call notes
- DND codes (agent state)
- Screenpop/agent scripting support
- Contact history display
- Canned responses

> Third-Party Integrations

- Hubspot full integration, Zoho (coming soon)
- CRM: Salesforce and More
- Microsoft Teams
- Cloud storage (AWS, Google, Azure, SFTP, FTPS)
- TTS (Google, Microsoft, IBM Watson)
- ASR (speech recognition)
- WFM support
- Chatbot support

> Other Features

- Outbound dialer campaigns (SMS, voice)
- List management with import
- Contact manager
- Single sign-on support
- Enhanced security with 2FA
- Continued expansion of industry standard features with quarterly releases
- Redundant/HA architecture for maximum uptime

Getting Started is Easy

Contact us via **Dashmanager**. You'll just need to fill out a form and a ticket will be created to get Contact Center added—and we'll provide you with training and an orientation walk-through.