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 a report by Technavio*, the global CCaaS market size is forecast to increase by 7.58 billion USD at a CAGR of 19.4% between 2024 and 2029. This growth is driven by the increasing adoption of cloud-based business communications solutions, which offer flexibility, scalability, and cost savings.

Technavio, "CCaaS Market Growth Analysis – Size and Forecast 2025-2029

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

- Automated AI Workflow Enhancements: Summarizes interactions, gauges sentiment, identifies key topics, generates flexible insights, offers customizable reporting

- Operational AI Benefits: Empowers managers, provides emotional insights, identifies issues, delivers decision-making data

- 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

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

AI-Driven Solutions

- Call transcription
- Call summarization
- Sentiment analysis
- Topic detection and reporting

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
- Post-call Survey

Agent Experience

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

Dashboards and Reporting

- Standard and custom reports with subscriptions
- Customizable real-time agent and queue dashboards
- Export data for external analytics

Third-Party Integrations

- Hubspot full integration
- CRM: Salesforce and more
- Microsoft Teams
- Cloud storage (AWS, Google, Azure, SFTP, FTPS)
- AI-powered speech services
- WFM support
- Chatbot support

Other Features

- Outbound Dialer with List Management)
- 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.