



Contact Center

The Evolution of Customer Engagement

OVERVIEW: DCWIRENET CONTACT CENTER

There's never been a better or more critical time for businesses to invest in the customer experience.

There's never been a more critical time to invest in the experience your customers have with your business. Starting with sales and extending through support, service, invoicing, payments, and full circle to repeat purchases, every customer interaction is an opportunity to create lasting and profitable relationships.

Dcwirenet Contact Center (CC) solution is an evolution of traditional call center functionalities and tools. Now, businesses can provide exceptional customer experiences simply by offering the digital communication options that are rapidly growing in use and favor: Live chat, SMS (text), email and social media.

The Many Benefits of Using Contact Center

While it's difficult to argue a more profound benefit than providing rich and pleasing experiences to your customers, Contact Center also delivers incredibly valuable operational and revenue benefits:

- Customizable dashboards
- Advanced Call Distribution (ACD)
- Screen pops with database integration
- Skill-based routing, detailed analytics, and robust reporting
- Flexible deployment options (including stand alone or Over the Top (OTT) nearly any third party UC environment)
- Increased revenue overall, increased repeat revenues, and increased profitability

How to Identify a Business Who Can Benefit From Using Contact Center

Contact Center is ideal for virtually any organization dedicated to meeting increasingly high customer expectations and enhancing customer engagement. Regardless of industry or business size, Contact Center is valuable for improving customer engagement at any stage of the customer relationship or buying process.

Some of the areas where businesses see the most immediate and/or significant benefits from implementing Contact Center functionalities are:

- Customer service
- Outbound/inbound sales
- Technical support
- Accounting and/or billing
- Dispatch and field technician processes

Some of the most common business challenges Contact Center addresses and resolves are:

- Increasing support or operational costs
- Low or dropping productivity rates
- Frequent or increasing PII compliance audits
- Reliability & Security
- Growing or unmet needs for advanced visibility into customer interactions

Dcwirenet Contact Center: A Better Way to Engage

Contact Center empowers employees and managers with detailed customer data in a single, easy-to-use interface. Seamless CRM and database integration provides vital customer data at a glance. Contact Center's Workforce Management and administrative tools reduce duplicate requests for data, automate routine and time-consuming tasks, and ensure adequate levels of staffing. The result is increased productivity, happier employees, and ultimately, a more positive work environment.

For businesses looking to "up" their customer engagement game, reduce operational costs, increase productivity levels and create more revenue, Dcwirenet Contact Center is an ideal, accessible, and affordable solution.