



Contact Center

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Engage customers  
via voice, live chat,  
SMS & email

*With Contact Center,  
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SMS, or Email.*

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## Utility VoIP CLOUD CONTACT CENTER: FAQ

Customer service and the customer's experience has never been more critical to the success of modern businesses and it runs through every aspect of your organization, from sales, to service, invoicing, payments and more. Every single customer interaction is an opportunity to build lasting trust and long-term, profitable relationships.

Utility VoIP Contact Center & Interactive Voice Response (IVR) is a browser-based customer engagement solution that empowers businesses to improve internal and external customer interactions. With Contact Center, employees can deliver outstanding experiences for customers, patients, vendors and internal staff on whichever channel the interaction occurs: Voice, Web Chat, SMS or Email.

### Why do businesses need Contact Center technology?

Every business is looking for ways to improve customer experience, reduce operational costs, and increase productivity and revenue. Contact Center & IVR delivers the tools to achieve all of this and more. Its comprehensive toolkit empowers employees to reduce Average Handle Time, increase First Call Resolution, and build lasting, profitable relationships with customers.

### What type of businesses can benefit from Utility VoIP Contact Center?

Any business with high call volume, ring groups, or teams that regularly interact with internal and external customers, partners, or staff members can benefit from Contact Center. Examples of business groups or teams that can achieve valuable results from moving to a contact center solution include:

- Customer service
- Billing
- Sales
- Marketing
- Order support
- Technical support
- Supply chain management
- Collections
- Field services
- Market research

### What are the main components of Utility VoIP Contact Center?

Contact Center offers comprehensive customer engagement functionalities, including:

- Intelligent Call Routing/Advanced Call Distribution (ACD)
- Proficiency-based skill routing
- Omni-channel communications (Voice, SMS, Web Chat, Email)
- Intelligent Interactive Voice Response (IVR)
- Advanced Agent Scripting
- Quality Assessment management
- Survey tools
- Dashboards
- Detailed live & historical reporting

### Does Contact Center support other communication channels than voice?

Yes, Contact Center's omni-channel capabilities support SMS, Email and Web Chat in addition to Voice.

### What are the differences between our Asterisk-based ACD Queueing and Contact Center?

Both Utility VoIP ACD and Contact Center have an Admin section, Dashboards, Reports, and a queue. The difference, however, is that the ones found in Contact Center are much more expanded, with more advanced queueing technology. In addition, Contact Center offers access to advanced features like IVR, data-driven routing, omni-channel communications, Call Back In Queue (CBIQ) and more.

### What is the difference between a queue and a hunt or ring group?

Hunt groups ring extensions directly and end either in an answered call, busy, voicemail or a hang up. Queues allow for more options during the caller's experience, in addition to much deeper analytics and oversight of the result of the call and of the agent themselves. Other advantages of a queue system over a hunt or ring group include:

- Leveling out call spikes throughout the day
- Creating a consistent level of quality across every interaction
- Creating a path to improvement and excellence
- A more modern look and feel to the customer experience

### Does Contact Center work with Utility VoIP Asterisk PBX or a third-party PBX?

Yes, Contact Center can be integrated with your Utility VoIP Asterisk PBX or any SIP-enabled third-party PBX. Connecting to a PBX enables the following:

- Extension-to-extension dialing between the Contact Center and PBX
- Increased on-Net or no-cost calling between the contact center and the rest of the business
- Use of a new or existing hard phone as the audio path to the headset
- Use of a third-party PSTN in Contact Center

### What level of reporting is available with Utility VoIP Contact Center?

Contact Center has in-depth out-of-the-box reporting capabilities with nearly 100 on-demand reports.

### What are system requirements for Utility VoIP Contact Center?

Contact Center is entirely browser-based; all you need is a PC with audio and a sound card, a USB headset, a stable internet connection and Google Chrome.

### How do I install Contact Center?

Our team will handle every aspect of Contact Center installation for you, including project management and training for your teams.

### What types of licenses are available for Contact Center?

The licenses available for Utility VoIP Contact Center include Core Voice Contact Center, and Interactive Voice Response. Optional add-ons include SMS, Email, Web Chat, Workforce Management (WFM), and a BYOD license relating to connecting to third-party phone systems.

**Contact Center enables agents and managers to streamline processes & create new efficiencies, saving time & increasing productivity while delivering a more personalized, enjoyable experience for the customer.**

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