

Cloud Contact Center

Transform your call center into a strategic business advantage

With minimal start-up costs and no required equipment purchases, FairPoint Communications' Cloud Contact Center provides more functionality than traditional hardware-based systems – often at a fraction of the cost. A feature enhancement to Hosted PBX or SIP Trunking, this one-shop, one-stop solution provides organizations with the functionality and flexibility they need while eliminating the need to manage multiple vendor maintenance and support contracts.

According to a Yankee Group study, the three-year total cost of ownership (TCO) shows an estimated 28-45% savings for a cloud-based solution.

Leveraging the cloud, FairPoint's advanced call center management system includes Automatic Call Distribution (ACD), Integrated Voice Response (IVR), Workforce Management (WFM), Computer Telephony Integration (CTI), reports, recordings, remote agents, disaster recovery and much more.

With our Cloud Contact Center Solution, you'll gain:

A Complete Contact Center Solution

The combination of advanced technology and consulting services transforms your contact center into a revenue-generating asset.

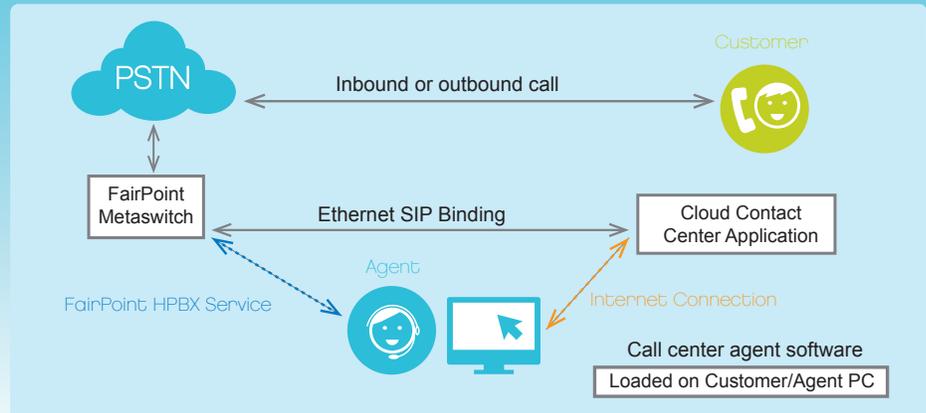
Lower Total Cost of Ownership

Organizations of all sizes benefit receive real value from cloud technology. You incur little to no CapEx expenditures, no maintenance fees, can utilize existing connectivity and get regular software upgrades.

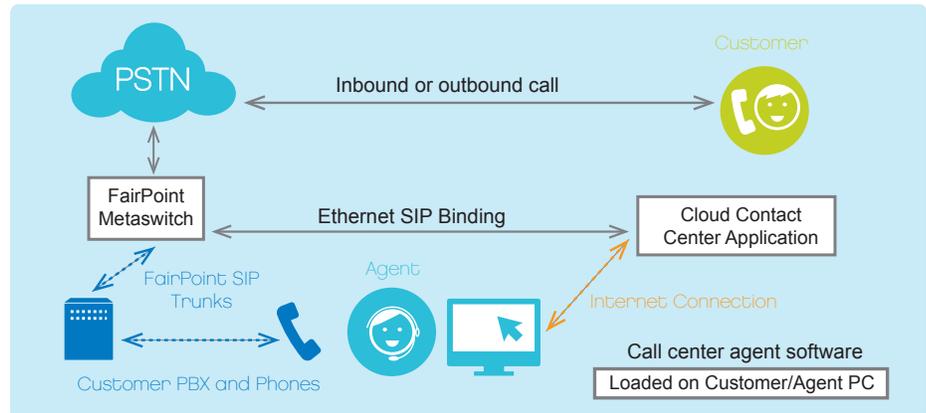
To arrange a Free, no-obligation consultation, request a complimentary demo, or learn more about Cloud Contact Centers or other FairPoint solutions, call your FairPoint representative or visit business.FairPoint.com.

Requires term commitment. Early termination charges and other terms and conditions of service apply. Equipment and set-up fees, taxes and other charges may apply. Construction may be required and additional costs may apply. Not all services available in all areas. Services and pricing subject to change. Uninterrupted service not guaranteed. FairPoint works with certain approved vendors to deliver a complete Hosted PBX solution to customers. *FairPoint Communications is a registered service mark of FairPoint Communications, Inc. and the service mark is used herein for illustrative purposes. An affiliated entity of FairPoint Communications, Inc. will be the provider of services and contracting party. Please contact your local business representative or reference your contract for specific entity-related information. Not all services available in all areas. Services subject to change. © 2016 FairPoint Communications, Inc. All rights reserved

How it works



Hosted PBX uses FairPoint's Ethernet network to provide a feature-rich phone system, while eliminating much of the cost and effort associated with on-premises, customer-owned solutions. In a Hosted PBX configuration, IP phones connect via Ethernet to FairPoint's network, which directs calls to and from the Metaswitch. At the same time, Cloud Center agent software communicates with the cloud-based Contact Center application.



For businesses that prefer to keep their on-premises PBXs, SIP Trunking provides a way to take advantage of Cloud Contact Center. SIP Trunking connects a customer's PBX to FairPoint's advanced softswitch network. It routes voice calls to the Public Switched Telephone Network (PSTN) over the same Ethernet circuit used for Internet access, eliminating the need for separate voice and data networks.

Trusted Customer Relationships

Features like Enhanced Call Flow and Workflow Scripting provide a consistent customer experience.

Quality Monitoring & Control

Tools such as Live Monitor, Whisper and Barge-in allow supervisor call monitoring to ensure every customer receives high-quality service every time.

Increased Management Visibility

Real-time dashboards and alerts let you analyze contact center statistics, call queues, service objectives, agent performance and more.

Skill-Based Routing & Prioritization

ACD, IVR, email and chat capabilities deliver the right agent to your customers through the most appropriate channel.

Meaningful Reporting & Analytics

Businesses gain valuable insight into various contact center operations using the solution's Real-Time Stat Display & Wallboard, Real-Time Dashboard, Customer Agent Activities, Detailed Call & Agent Statistics, Custom Agent Activities and more.

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communications