

# Cloud Contact Center: How it Works

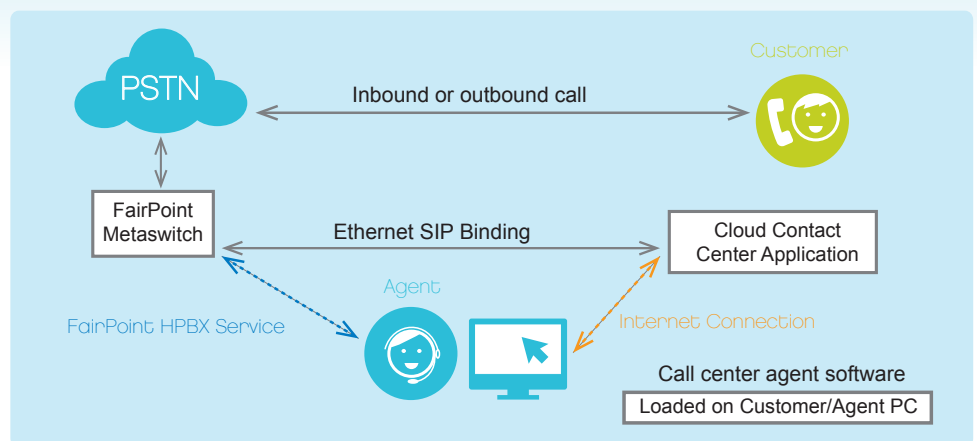
## Transform your call center into a strategic business advantage

Leveraging the cloud, FairPoint Communications' Cloud Contact Center includes Automated Call Distribution (ACD), Integrated Voice Response (IVR), Workforce Management (WFM), Computer Telephony Integration (CTI), reports, recordings, remote agents, disaster recovery and much more.

FairPoint's Cloud Contact Center solution can be delivered over FairPoint's Hosted Private Branch Exchange (PBX) or SIP Trunking services.

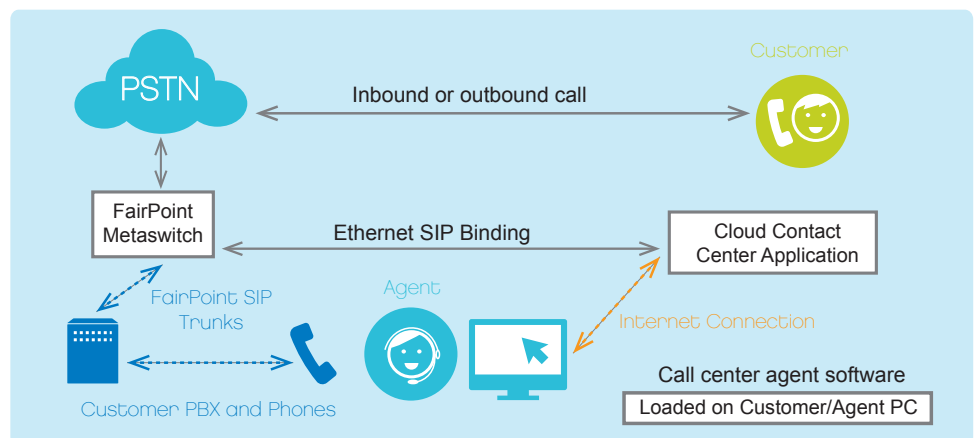
## Cloud Contact Center in a Hosted PBX configuration

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, agent software communicates with the cloud-based Contact Center application.



## Cloud Contact Center in a SIP Trunking configuration

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.



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](http://business.FairPoint.com)

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