execulink TELECOM

Cloud Contact Centre

Exceptional Customer Engagement, Anywhere, Anytime

With Execulink Telecom's Cloud Contact Center, set your business apart by delivering outstanding customer experiences – where it matters most. Enhance your customer interactions with speed, personalization, and efficiency, driving satisfaction and business growth.

Key Solutions for Your Business

Efficient Call Routing: Direct customer calls and messages quickly, reducing wait times and boosting satisfaction.

Personalized Customer Service: Tailor interactions to meet the unique needs of each customer, enhancing their experience.

AI-Driven Efficiency: Utilize AI for effective query handling and valuable insights to improve decision-making.

Integrated Multi-Channel Support: Seamless support across phone, email, chat, and social media, ensuring comprehensive customer engagement.

Streamlined Agent Interface: Easy-to-use features for efficient customer interaction management.

Real-Time Analytics: Live dashboards and in-depth reporting for strategic decision-making.

Reliable Infrastructure: Robust 24x7 monitoring and system redundancy, ensuring consistent service.

Why Choose Execulink Telecom?

Our solution is designed for businesses looking for a reliable, efficient, and scalable way to manage customer interactions. With Execulink, experience the ease and confidence of knowing your communication needs are expertly handled.

1.866.765.2269

www.execulink.ca/business

Cloud Contact Centre Packages

Choose from essential to advanced features based on your business requirements.

GOLD
Advanced Engagement and Insight: A more comprehensive suite for deeper customer engagement and insightful operations.

Features

Call Management:
- ✓ Automatic Call Distribution (ACD)
- ✓ Position in Queue Messages
- ✓ Estimated Wait Time Messages
- ✓ Queued Callbacks
- ✓ Call Scripting for Agents
- ✓ Skill-Based Routing

Interaction Management:
- ✓ Assign Disposition to Interaction
- ✓ Flag Interaction to Supervisor
- ✓ Live Monitor, Call (Listen)
- ✓ Whisper, Call (Audible Only to Agent)
- ✓ Barge, Call (Audible to Customer as Well)

Reporting and Analytics:
- ✓ Real-time Agent Dashboard
- ✓ Call Reports and Metric Analytics
- ✓ 30-Day Call / Interaction Recordings
- ✓ Post-Call Survey
- ✓ Call Wrap-up/Dispositions

$99/mo

Upgrade Your Customer Communication

Ready to enhance your customer service experience? Get in touch with us to learn more about Execulink Telecom's Cloud Contact Center and how it can directly benefit your business's customer interaction and satisfaction.

PLATINUM
Peak Performance and Features: The ultimate package, offering the fullest range of features for businesses aiming for the highest level of service performance and analytics.

Features

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Interaction Management:
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Chat & Messaging:
- ✓ Customer-Agent Chat Interactions
- ✓ Up to 10 Concurrent Chat Conversations

Customization and Branding:
- ✓ Custom Branding and Styling

Overflow and Treatment:
- ✓ Dynamic Overflow Treatment

Reporting and Analytics:
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- ✓ Call Reports and Metric Analytics
- ✓ 30-Day Call / Interaction Recordings
- ✓ Post-Call Survey
- ✓ Call Wrap-up/Dispositions

Integration:
- ✓ Pre-Built Integration: Salesforce.com

Email Management:
- ✓ Email Queues

$149/mo