

MegaPath Call Center

Comprehensive Features. Easy to Use.



MegaPath Call Center powers a superior, customer-centered contact center.

MegaPath Call Center delivers comprehensive call queuing, routing, and quality control features in a cloud-based, carrier-grade call center solution. Complete and feature-rich, MegaPath Call Center is ideal wherever you need to manage heavy call volume such as sales, customer support, and order taking centers.

Customer-centric Features

Connect callers to the right person the first time, and empower your team to provide the kind of consistent service that keeps customers happy. From customizable greeting and queue messages to intuitive web consoles for agents and supervisors, to a call back option, MegaPath Call Center provides the comprehensive tools to simplify your call center.

Lower Call Center Costs

Cloud-based solution avoids the hassle and expense of maintaining on-site equipment. Because calls are queued in the MegaPath network, you need fewer lines and trunks per location. Further savings come from MegaPath Call Center's support for a flexible staffing model.

Productivity and Quality Management

IM chat and presence bring experts together for rapid resolution. Enrich communications with customers by adding MegaPath One. Screen share, IM, and audio/video conference with customers through their Web browser.

Support for Flexible Staffing

MegaPath Call Center makes it easy to balance calls across on-site, remote, part time, and offshore agents. Manage everyone (and all your queues) centrally, regardless of location through the powerful Supervisor Web console.

Powerful Collaboration

IM chat and presence bring experts together for rapid resolution. Enrich communications with customers by adding MegaPath One. Screen share, IM, and audio/video conference with customers through their Web browser.

Plans to Fit Your Business and Your Budget

- ▶ Call Center Pro: All the essential features for a call center with basic needs. Handles up to 50 queued calls.
- ▶ Call Center Premium: Advanced features for a more complex call center with sophisticated queuing and management needs. Manage up to 525 queued calls.

Key Features

Customizable Automated Call Distribution (ACD)

Customizable Greeting and Queue Messages

Advanced Interactive Voice Response (IVR)

Intelligent Queues

Manage Agents and Re-balance Call Queues in Real Time

Quality Control and Reporting

Unified Communications and Collaboration

Powerful Web Consoles for Agents and Supervisors



Features for Every Call Center

Customer Experience

Powerful ACD; call back option; conditional call routing options.

Supervision & Quality Control

Supervisor client lets supervisors monitor agents/queues from anywhere in real-time; monitor any call, regardless of agent location or device, including agent mobile; silent monitor/barge in on calls.

Collaboration Tools

Presence and individual and group chat & calls bring experts together for rapid resolution. Desktop sharing / video with customers provides a high-touch experience.

Free Training

Free live one-on-one training included for agents, supervisors, and administrators.

Designed for Cost Savings

- ▶ Calls queue in the network, so you avoid excess lines and trunks at each location.
- ▶ 24/7/365 Support is included, so you avoid maintenance and support contract costs.
- ▶ Buy only the seats you need.
- ▶ Work with a mix of on-site staff as well as remote, part time/temporary, and offshore agents.

Agent Efficiency

Any subscriber, any device, any place. Divert overflow to remote or offshore agents as needed; manage everyone (and all call queues) centrally.

Analytics & Reporting

Centralized, real-time and historical reporting on all locations; ondemand pre-built reports of key metrics with scheduling capability for automatic delivery.

Built-in Continuity

Reroute calls to alternate locations in case of a localized power outage or natural disaster.

Easy Self-service Administration

Administrators can manage your Call Center using our intuitive Customer Portal.

Benefits

Simplify Call Center Deployment

Increase Support First Call Resolution

Reduce Call Center Expenses

The MegaPath Advantage

Superior Reliability

Our voice network achieves 99.999% availability, providing customers with the highest level of reliability in the industry.

Call Quality

Combine Call Center with MegaPath Business-class Internet to get true Quality of Service.

Complete Service Portfolio

We offer a full range of business voice, data, security, and hosted IT services.

