



## Cloud-Based Voice and Video-Enabled Call Center

An easy to deploy, easy to use, and easy on the budget virtual call center solution

**Let TouchTone help you bridge the gap when it comes to your call center needs without breaking the bank. Stop paying for call center features you don't need or use.**

TouchTone's Cloud Call Center goes beyond just voice. For one low price, in addition to voice and video calling, users have access to a robust set of tools that allows them to connect and collaborate both internally as a team and externally with customers.

### What makes TouchTone Cloud Call Center different.

We don't promise all of the bells and whistles like other providers. But let's be honest, do you always need them? So why pay for them? That is why we charge less than half of what others do for a virtual call center.

### A virtual environment ensures flawless operations

#### ✔ Simple to Deploy and Easy to Manage

With no software, hardware or phones to install, setup is quick and easy. Seamlessly integrate into existing environments.

#### ✔ Scalable and Flexible

Add and remove users as needed via the self-managed portal. User and admin logins allow for simple management of features and access to reporting and analytic dashboards.

#### ✔ No Geographical Limitations

Teams can work across multiple locations while remaining a cohesive unit. TouchTone's built-in softphone can be accessed via any desktop allowing agents to make and receive calls from anywhere. Features are managed through the web portal.

#### ✔ Dedicated Support

TouchTone has been serving customers since 1993 and knows the importance of dedicated support. With its in-house, U.S.-based provisioning, engineering, billing and 24/7 customer service, customers can expect an easier, more personal way to do business.

## Voice and video-enabled calling, plus premium call center features

With access to dozens of features, receive rich functionality designed to deliver more flexibility, improve efficiency and provide a better customer experience.

- User and Admin Logins
- Reporting, Monitoring and Analytics
- Callback Information Collector
- Auto Attendants
- Ring Groups
- Ring to Numbers
- Voicemail
- Queues
- Agent Status
- Call Routing
- Call Records

## Humanize your call center and build trust

Agents can initiate video-based conversations with customers to help solve issues and provide support in real-time with tools such as

- Application and Screen Sharing
- Interactive Whiteboard
- Instant Messaging and Chat
- Personal Virtual Meeting Room

Collaboration technology can be especially useful in any industry that would like add digital communication to their workflow such as

- Telemedicine and Health Services
- Insurance
- Technology and IT Support
- Consulting and Agencies
- Education
- Public Sector



## Additional call center services available

- ✓ Premium dialer/short duration termination and SIP service
- ✓ Rerouting solutions: for customers that require 99.99% uptime, TouchTone offers voice redundancy and automatic rerouting. Voice traffic is automatically directed over multiple originating providers and redundant paths in the event of an outage, internet connectivity failure, or network problems. By utilizing multiple carriers and combining both TDM and SIP technology, TouchTone ensures both quality and guaranteed call termination.
- ✓ Domestic and international toll free numbers available
- ✓ Do-not-call compliance
- ✓ Robocall Mitigation Database