

Contact Center

Overview & FAQ

What is Contact Center?

ACC Telecom's CoreNexa™ Contact Center (CC) is an evolution of call center functionalities. Over time, organizations' needs for customer engagement have increased in scope as customers' options for communications have expanded to e-mail, live chat and text. This demand spurred the evolution from a single-source Call Center to ACC's Contact Center Customer Engagement Solution.

What is a Customer Engagement Center?

The term "Customer Engagement Center" is a name emerging in the market used to describe contact centers that are utilizing more advanced customer service interaction methods like bots, AI, and apps. A "Customer Engagement Solution" is the platform that a Contact Center utilizes for omni-channel customer service communications and management.

Why you should use it:

ACC's Contact Center solution empowers the agent with instant information on the desktop about the client--boosting human engagement, increasing First Contact Resolutions (FCR), and decreasing call times. CC reduces overhead by managing resources more efficiently without sacrificing customer satisfaction. It offers a customizable experience for both administrators and agents including dashboards, reports, and screen pops with database integration.

CoreNexa CC has the ability to utilize CRM integrations and information gathered through IVR call flows to display relevant and powerful information on the desktop to enable FCR. CC provides administrative tools for workforce management, staff level management, and the ability to automate day-to-day time-consuming tasks.



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How does it work?

ACC's CoreNexa Contact Center platform can integrate with multiple call controls or with any hosted or on-premise PBX that supports SIP Trunking. Contact Center's Automated Call Distribution (ACD) engine routes and manages inbound and outbound media. This ensures that a call, e-mail, chat, or text is routed to the proper agent based on queue and skill set management.

Contact Center has a robust set of features intended for call center supervisors that enable them to manage agent resources and call flows. Supervisors can use custom agent scripting tools and widgets that allow for agent/queue specific desktop apps. They can take part in supervisor coaching actions like Listen, Whisper, Join, and Take.

The CC platform offers several styles of interactive dashboards that display important CC performance data in real time including calls in queue, service levels, agent details, alerts, and warnings. It offers more than 50 canned reports including queue, agent, and media performance. Reports are also available on IVR data and customer service survey results.

CC agents can utilize screen pop applications which allow for information to be collected from customers during their interactions with the IVR system. The platform's CRM integration allows that data to be displayed on the agent's desktop during the call which reduces call length and enhances a customer's experience. The agent system includes call recording of agents as part of the seat license which allows for quality management and call tracking. It also offers detailed search capabilities, unlimited storage time, and scoring for quality assurance.

The CC solution includes administration for Workforce Management (WFM) including agent scheduling, PTO management, forecasting, and adherence for multiple locations and shifts. Unlimited schedules and types are supported and may be assigned to each queue in Contact Center.

To learn more about our Contact Center solution, or view a complete demo, contact ACC Telecom today.

Top industries that use Contact Center today are:

- ✓ Healthcare
- ✓ Government and Public Sector
- ✓ Financial
- ✓ Insurance
- ✓ Utilities
- ✓ Retail
- ✓ Education
- ✓ Transportation