



A simple, yet sophisticated suite of call handling and routing features combined with seamless integration into mainstream CRM applications. \* Designed to deliver consistently positive customer experiences and to empower your customer care, sales, and service teams.

**Feature Highlights include:**

- Supervisor call controls
- Call Queuing
- Analytics & Reporting

Enable superior customer experiences, and heightened performance levels for customer care, sales, and service teams.

**Built for Small Businesses, or for Small Teams**

ARCO Cloud Contact Center Express is an inbound contact center solution for businesses of all sizes, combining call handling and routing features, with seamless integration into mainstream CRM applications.\* Requires no CAPEX or training costs; low monthly per user cost.

**Improve Customer Satisfaction**

Smart queuing technology lets customers know how long they'll have to wait for an agent and their place in line. The Desktop App allows Supervisors to listen in, coach, or join calls to assist agents achieve quicker customer resolutions.

**Increase Employee Productivity**

Advanced call analytics, as well as the availability to access customer insights help businesses visualize performance gaps and eliminate roadblocks to superior service within the call center – via the customer's channel of choice.

**Easy to Use & Quick Deployment**

ARCO Cloud Contact Center Express users can be deployed in minutes, not days, weeks, or months. Agents and supervisors are up and running quickly. Controls are Integrated into the ARCO Elevate Desktop App.

**Integrates with your existing applications**

ARCO Cloud Contact Center Express functionality integrates with many of the customer management solutions and business application software that you and your customers use every day.

## CONTACT CENTER EXPRESS FOR ELEVATE INCLUDES:

### FOR CONTACT CENTER AGENTS

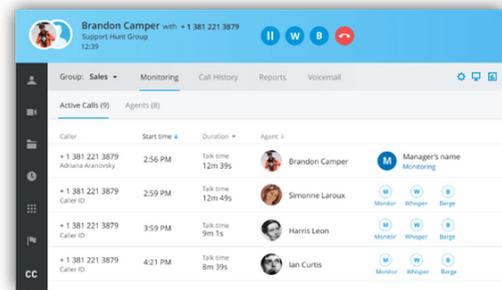
Integrated into ARCO Elevate, ARCO Cloud Contact Center delivers a single pane of glass for all your customer interactions.

### FOR CONTACT CENTER CALLERS

- Smart Greetings (announces # of callers in queue, estimated waiting time)
- Automatically connects callers to the next available agent. Place callers on hold when all agents are busy with calls
- Routes calls to organized departments such as sales, customer service, or technical support

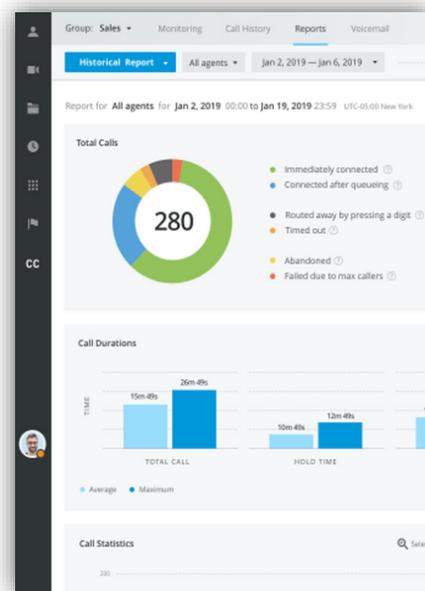
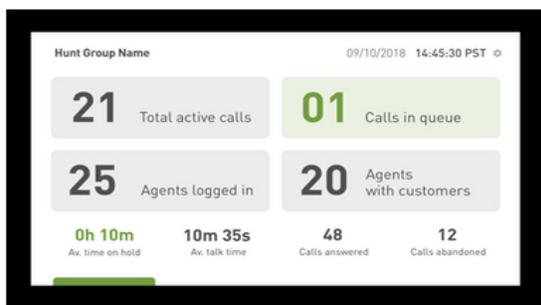
### FOR CONTACT CENTER SUPERVISORS

- Enhanced supervisor management abilities: monitor, whisper, and barge
- Real-time dashboards
- Supervisor Reporting:
  - Real-time Reports
  - Historical Reporting
  - Graphical Reports



### FOR CONTACT CENTER ADMINISTRATORS

- Real-time calling statistics dashboard for desktop or wallboard display.
- Doubles the call recording storage that comes with Elevate (from 400MB to 800MB)
- Pre-built integrations



*\* The addition of Contact Center Express Solution requires an active subscription to ARCO Elevate for each agent and manager.*