ADVANCED TECHNOLOGY
Skills and rules-based routing scheduled and custom reports, queued callbacks and voicemail.

COST EFFECTIVE
No upfront CAPEX; low, predictable cost structure, guaranteed ROI.

EFFICIENT INTERACTIONS
Improved customer interactions, insights and customer engagements.

Optimize your customer experience with enhanced interactions, deeper insights, and more efficient resolutions.

Regardless of location, provide your agents with the right tools to deliver superb customer interactions when they contact you. The ARCO Group Contact Center Pro package offers IVR, skills-based call routing, and historical reporting. You also get the option to add full omni-channel capabilities to take the conversation well beyond just voice.

DELIVER SUPERIOR OUTCOMES

Power efficient interactions with Contact Center Pro (CCaaS)
Your employees and customers will benefit from features such as skills-based routing and rules-based routing. We help your customers get the right answers from the right person at the right time. Your customers (and KPIs) will thank you.

Engage customers across multiple channels (add-on)
Not all customers pick up the phone. Our email, chat, and SMS channel add-ons let you take the conversation further. Add only the channels you need now and add more later.

Obtain richer customer insights
Our real-time reports help you manage in the moment. Sometimes, though, you need to see trends and analyze patterns over time. Contact Center Pro helps you meet both goals with reporting tools, report scheduling and historical reporting, generated in an easy to read dashboard.

Intelligently direct inquiries
With the Pro package, you can customize the Interactive Voice Response (IVR) system to streamline the flow of inquiries and deliver faster resolutions.

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at 904.346.0688 | www.arcogroup.com

CONTACT CENTER PRO INCLUDES:

FOR CALLERS

- Smart Greetings (announces # of callers in queue, estimated waiting time)
- Automatically connects callers to the next available agent. Places the caller on hold when all agents are busy with calls.
- Routes calls to organized departments such as sales, customer service, or technical support, or Agents based on specific skillset or geography
- Customizable IVRs let you map out call flow to deliver efficient routing and resolutions

FOR AGENTS

- Desktop & Web Application – single pane of glass for all communications
- Outbound power dialing feature drives proactive outreach
- Queued Callbacks and Voicemails make for structured, efficient follow-ups
- Custom Agent Status

FOR SUPERVISORS

- Desktop & Web Application
- Enhanced supervisor management abilities: monitor, whisper, and barge
- Supervisor Reporting:
- Agent/Group Activity Reporting
- Historical Reporting
- Call queue and active call reports
- Report Scheduling

FOR ADMINSTRATORS

- Real-time calling statistics dashboard for desktop or wallboard display
- Integrations with CRMs
- Customizable, voice controlled IVR helps direct your customers to the right agent or information.
- Routes calls according to Admin: Last Agent, Preferred Agent, etc.
- Outbound Dialer with voice & blended channel queues (add-on)
- Real-Time Customizable Threshold Alerts
- Emergency Queue Bulletins
- Post-Call Surveys
- Text-To-Speech
- Call Scripting

SAMPLE DASHBOARDS

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