



## Enterprise Contact Center

Deliver amazing experiences that your customers deserve every time they call you. Customers today expect higher levels of services than ever. The NetFortris Enterprise Contact Center solution makes it easy for you to impress your customers, by connecting the right agent to the right customer at the right time to provide the ultimate satisfaction in customer service.

### Connect customers with confidence.

Designed with user simplicity and rich functionality in mind, our Enterprise Contact Center solution is highly flexible and sophisticated for any enterprise requirements. Whether you have one contact center or multiple centers with remote agents, the system will route the customer to most qualified agent with the optimal skills matched.



# ENTERPRISE CALL CENTER FEATURES

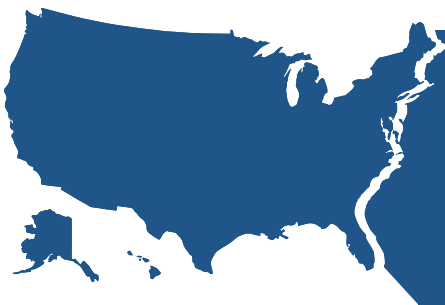
- Skills-Based Voice Routing
- IVR Route on Caller ID
- IVR Route on Account Number
- Desktop Agent Module
- Expanded Supervisor Module
- Skills-Based Monitor Wall Board
- Custom System Announcements
- Pre-Recorded Agent Greetings
- Intelligent Queuing/ Wait Time
- Customer Message Call Back
- Agent Call Back PIN
- Agent Mobile App
- Supervisor Mobile App
- Agent Resource Forecast
- Post Call Activity Items
- Agent/Supervisor/Skills Chat
- Agent Informer Resource
- Agent Emergency Assistance
- Supervisor Control & Edits
- Real-Time Detailed Reports
- Custom Reports
- Scheduled Reports

NetFortris Enterprise Contact Center solution is JITC certified to meet security requirements and can be PCI-compliant for credit card processing.



NetFortris provides secure cloud-based voice and data communications solutions, hosted productivity and specialized applications, and business devices to mid-sized enterprises.

The NetFortris Cloud Communications Platform (CCP) serves as a central core of all services, and delivers enterprise-class security, analytics, and integrated management for simple, scalable operations. NetFortris serves its customers with its carrier-grade private MPLS network, business and communications applications, and expert service. For more information, please visit <http://www.netfortris.com>.



## NetFortris HQ

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## BENEFITS AT A GLANCE

### PCI Compliant

Give your customers the peace of mind and protection when it comes to their credit card information. Calls and screens are being recorded but credit card information is not recorded.

### Multi-Channel

Extend agent availability and customer reach with skills-based routing to different support channels such as web chat, social media, email, and WebRTC.

### Agent Training

Your agents are the voice of your company. Ensure consistent quality performance by evaluating the agent's customer service skills, etiquette, and attitude such as tone, pace, grammar and listening skill.