

**CREATE BETTER
CUSTOMER CONNECTIONS**

CommUnity + Virtual Call Center



Customer experience is pivotal to the success of your business. Don't leave it to chance. Leverage the intuitive call center capability integrated into your NetFortris CommUnity unified communications platform.

CommUnity

With CommUnity Virtual Call Center, you'll never miss a call customer call, increasing opportunities and boosting revenue. And, you can respond quickly to inquiries, building lasting customer relationships.

UNIFY COMMUNICATIONS AND VIRTUAL CALL CENTER ON ONE PLATFORM

The NetFortris CommUnity UCaaS platform integrates advanced contact center functionality so that you can...



INTEGRATE WITH CRM & OTHER APPS

Help callers faster with easy integrations with online CRM, billing and help desk applications through our Web Launcher.



SUPPORT REMOTE AGENTS

Enable call center agents to work from home while your supervisors monitor their activity as if they were in the office.



MONITOR IN REAL-TIME

Track call queue wait times, call length and agent performance in real-time with actionable metrics and KPIs.



SET UP UNLIMITED QUEUES

Shorten wait times by routing callers to the right place — sales, billing or support — where an expert can answer their call.



SCHEDULE AUTOMATED REPORTS

Track caller interactions and peak call volume for staff scheduling with auto-generated reports sent to your email.



CLICK-TO-DIAL

Place an outbound call by clicking on a phone number from Outlook email, CRM, or other Microsoft Office 365 applications.

Add Virtual Contact Center to your community

NetFortris' Call Center Agent License is included in your CommUnity Ultimate plan and can be added to your CommUnity Professional plan.



Boost call management with these routing, training and reporting tools:

- **QUEUE PRIORITY**
Ensure your most critical calls don't wait by deciding which queues take priority.
- **BARGE, MONITOR & WHISPER**
Instant training, coaching and customer satisfaction tools are built-in.
- **QUEUE CALLBACK**
Provide callers the option to leave a call-back number, while retaining their place in queue.
- **REAL-TIME METRICS**
Check instant stats like call length and idle time to inform staffing and improve service.
- **CUSTOM CALL ROUTING**
Send callers to the right place using any of 7 automatic call distributor (ACD) types.
- **GRAPHICAL REPORTING**
See at-a-glance spikes in call volume with call queue performance graphs.

Additional Time-Saving Features

- ✔ Personalized Display
- ✔ Agent Reporting
- ✔ On-Demand Call Recording
- ✔ Reason Codes & Logging
- ✔ ACD Reporting
- ✔ Always-On Call Recording
- ✔ Establish Agent Priorities
- ✔ Call Reporting
- ✔ Agent Recording
- ✔ Programmable Find-Me Rules
- ✔ Call Center Announcements
- ✔ Inbound Queue Recording/Agent
- ✔ Visual Queues & Voice Prompts
- ✔ Broadcast Messages to Queues