

Grid4 SmartCOMM® CLOUD CONTACT CENTER

Powerful, efficient call routing and handling solution that enhances your customer experience, and creates transparency for operational performance.



ADMINISTRATOR FEATURES

Monitor

- Listen in on the existing call between the selected Agent and the customers.

Whisper

- Have the ability to speak to or advise the selected agent during the call, without the customer hearing.

Barge-In

- Fully join the call, speaking to both the selected Agent and the customer.

Enhanced Reporting Suite

- Comprehensive agent status reporting. View Agent State - available, unavailable or wrap-up.
- Disposition codes are used by Agents to indicate how a call was resolved.
- Statistics show the average time that Agents spend in the wrap-up state as well as the ratio of Disposition Codes assigned to their calls.

ENHANCE CUSTOMER EXPERIENCE

Documents all customer interactions, allowing you to predict customer behavior and plan accordingly, resulting in increasing customer loyalty.

INCREASE EFFICIENCY

Intelligent call routing and handling assigns agents to queues based on current traffic or wait times.

EASY IMPLEMENTATION

Fully integrated with SmartCOMM® Cloud Phone System and CommPortal.

PERFORMANCE EVALUATION

Identify agents that are struggling or under-performing.

OPTIMIZE STAFFING LEVELS

Match your staffing level to your typical call traffic patterns.

Additional Features:

AGENT STATUS DASHBOARD

Shows available queues along with their current wait time, callers waiting and staffing level. It displays inbound call information and allows agent to log in and out.

ADMINISTRATIVE STATUS DASHBOARD

Provides near real-time and historical reporting of call center activity and agent performance. Data includes: callers waiting, waiting time, calls received, calls answered vs. calls abandoned, average call duration, staffing level, staff responsiveness, agent availability, agent activity and more.

Work Confidently with an
Intelligent, Powerful and
Proven —
Cloud Phone System
— That Saves You Money
While You Work Smarter.

TRUSTED, RELIABLE AND SECURE

Unlike other providers, Grid4 Communications® is a telecommunications carrier and a Managed IT services provider, this ensures your organization receives competitive calling plans as well as industry leading technical services - all from one source.

- Grid4 is a Microsoft Certified Partner which provides customers with the expertise and comfort of knowing trusted, local support is immediately available.


AGILE, STREAMLINED DEPLOYMENT

Grid4's implementation team provides the necessary tools and training to increase business productivity quickly. Our teams work with your schedule to ensure success.


Grid4 SmartCOMM® Business Solutions

 **Cloud Phone System**

A future-proof alternative to on-premise phone systems. Grid4 has been delivering cloud phone system solutions to businesses since 2007. Communicate smarter with more ease and flexibility, maximizing productivity and performance.

 **IP Voice (VoIP)**

Grid4 has over 20 years of experience delivering the highest quality SIP and PRI VoIP solutions via a carrier grade softswitch and network.

 **MPLS IP-VPN**

Connect your employees at multiple locations on a dedicated and reliable private network.

 **SD-WAN**

Maximize your uptime by utilizing multiple Internet connections, while lowering operational costs and efficiently monitoring bandwidth usage for single or multi-site deployments.

 **Dedicated Internet Access**

As a true carrier, Grid4's interconnected network leverages multiple tier-1 networks across the globe to deliver high-speed Internet access solutions.

Managed IT Solutions

Grid4's Managed IT Solutions optimize the efficiency, productivity, and agility of your IT environment, so you can focus on growing your organization.

Our highly knowledgeable team provides strategic guidance, best practices, lifecycle services, network monitoring, comprehensive support, and more to help maintain your infrastructure, reduce costs, and minimize risk.



Smart Customers Trusting Smarter Communications



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