

ACCELECOM

Accelecom Contact Center as a Service (CCaaS)

Connect Smarter, Collaborate Faster.

Accelecom Contact Center as a Service (CCaaS) is a state-of-the-art, cloud-based, customizable solution with capabilities such as intelligent skills-based routing, customized reporting, and workforce scheduling support – all the tools needed to run, manage, and support an advanced customer experience. Elevate your contact center operations and unlock the power of efficiency, engagement, and customer satisfaction with Accelecom's CCaaS solution.

Built for Industry Leaders.

Accelecom is proud to serve a wide range of businesses and enterprises of all sizes, from emerging players to established leaders. Our scalable solutions adapt to your unique needs, empowering you to connect with customers on a global scale.



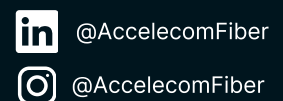
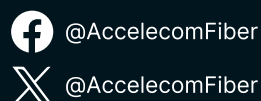
In-Depth Insights:

Real-time insights get agents into context quickly, helping to deliver more informed responses that shorten times to resolution. Plus, deep historical reporting helps improve future interactions.

- **Dashboards & Wallboards**
 - Access the key metrics that are important to your team at any time, from any location, and share them with anybody on your team who needs them.
- **Custom Reports**
 - Choose from hundreds of pre-built reports on call distribution, service level adherence, unanswered calls, post-call surveys, and so much more. Our Product specialists can also develop custom reports to best meet your unique needs.
- **Transcription & Sentiment Analysis**
 - Gain critical intelligence from every conversation with call recording, voicemail transcription and sentiment analysis, and optional integrations to back-office applications. Analyze interactions and perform advanced functions such as attaching sentiment tags to conversations so leaders can quickly identify the impact of each call.



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Accelecom Contact Center as a Service (CCaaS)

Comprehensive Features in Easy to Manage Packages

SILVER

- Advanced Call Center Features
 - Inbound and Outbound Queuing
 - Skill-Based Routing
 - Basic IVR Services
 - Supervisor & Admin
 - Reporting. Real-Time, Historical, and Graphical Reports

GOLD

- Advanced Call Center Features
 - Advanced IVR
 - Call Recording
 - CRM Integrations
 - Intelligent Routing
 - Reporting. Real-Time, Historical, and Graphical Reports

PLATINUM

- Omni-Channel Queuing
 - In-Call Surveys
 - Workforce Scheduling
 - Appointment Reminders
 - Transcription & Sentiment Analysis
 - Reporting. Real-Time, Historical, and Graphical Reports with ability to customize

The Accelecom Difference

- **Reduced Costs**
 - Reducing costs through right-sized staffing, automation, IVR self-service, multi-channel queuing, and cloud-based technology.
- **Increased Revenue**
 - Boost profits by maximizing every interaction with intelligent routing, blended agents, coaching, automation, self-service, and personalized outbound campaigns.
- **Customer Loyalty**
 - Foster customer loyalty by exceeding expectations with real-time insights, personalized service, well-equipped agents, and convenient self-service options.
- **Professional Service Onboarding**
 - Streamline professional onboarding with comprehensive agent and supervisor training, tailored to your needs by dedicated contact center experts, all included in premium Accelecom packages.
- **Customer Experience**
 - Elevate customer experience by understanding their needs through call classifications, empowering agents with scripts, and striving for first-call resolutions.
- **Compliance**
 - Guarantee regulatory and policy adherence through secure data storage, PCI-compliant payments, privacy protection, agent schedule monitoring, and empowered compliance tools.
- **Business Continuity**
 - Achieve unwavering business continuity with tier IV data centers, diverse network routes, flexible agent login capabilities, and centralized access to all contact center tools.

Accelecom is a leading provider of next-generation fiber solutions across the Southeastern United States, delivering high-speed network, internet, and voice solutions to Wholesale, Public Sector, and business customers across the region. With its extensive fiber network and commitment to bridging the digital divide, Accelecom enables organizations to accelerate innovation, leverage emerging technologies & enhance digital transformation. To learn more, visit www.accelecom.net or call (888) 349-9933.



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