



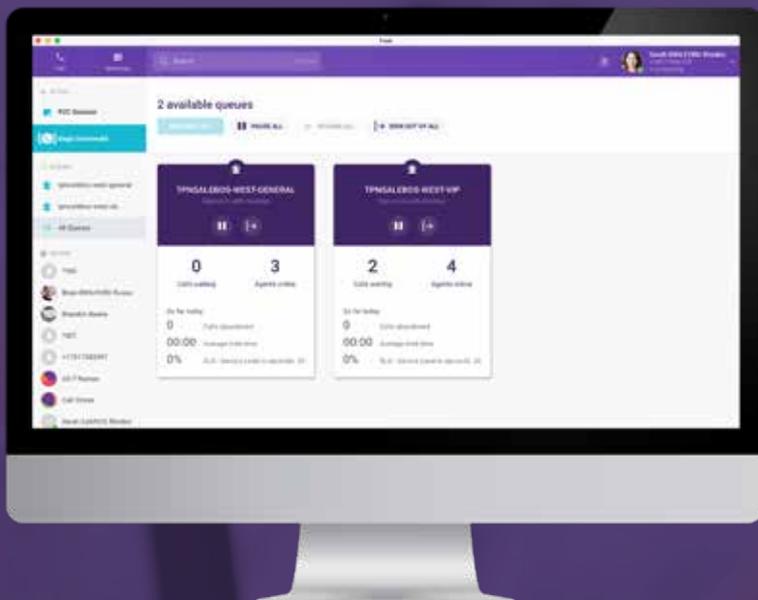
Fuze + Contact Center

Best-in-Breed solutions to fit each customer's requirement

The right solution for your enterprise

Fuze offers cloud contact center solutions to meet a variety of needs, ranging from basic to extremely complex – whether one to two office locations, high-end global retailers with thousands of agents across many countries, and everything in between. No matter the contact center needs, we have a solution.

For informal voice-only contact centers Fuze has developed Fuze Contact Center which provides powerful call routing and queuing, as well as real-time dashboards and historical reports for managers and supervisors. For customers with more advanced requirements such as multimedia routing and workforce management, Fuze also integrates with leading cloud contact center solutions from NICE+inContact and Five9.



Fuze Contact Center

Many organizations require a call routing solution for informal groups such as Sales, HR, and IT. To unlock the potential of these groups, Fuze Contact Center provides a powerful skill-based routing engine, priority call queuing, and multiple call queue options to ensure callers are connected with the correct agent quickly and efficiently. With whisper functionality, automated call recording, live view of agent status, and real-time agent and group data, managers and supervisors maintain a clear view into the productivity of their agents and groups.

Partnering for the Future

Nice+InContact | Five9

Best-in-Breed for the right solution

For customers with more advanced contact center requirements Fuze has partnered with the two highest rated cloud-based contact center solution providers in the market: NICE+inContact and Five9. Both providers have unique strengths allowing Fuze to support the solution that best matches each customer's business requirements.

Advanced Routing and Multimedia Queuing

Whether it's phone, web, email, chat, SMS, video, or social channels, high customer satisfaction rides on allowing your customer to communicate through the channel they prefer. In addition, IVR, Text-to-Speech, and Speech Recognition provide more efficient self-service, and quicker identification and prioritization for voice callers.

Predictive/Outbound Dialer

Turbocharge agent productivity with the ability to place multiple calls per agent while balancing list characteristics and legal regulations. The auto-dialer can be used for both agent and agentless calling campaigns, as well as blended inbound/outbound, providing you with the ability to customize the communications method to best meet the campaign outreach results.

Workforce Management

Employ the right agents at the right time with predictive analytics. Not only will you know how many agents are required at any given time, but you will know what skills are required to meet customer demands at those times. Understanding workforce effectiveness and its impact on potential and current customers can be a daunting task, but Fuze's revolutionary solutions have changed this landscape. For example, all of the business communication instances that originate within our partner contact center solutions are captured and made available for analysis. In this way, companies can ensure that their teams are always maximizing their effectiveness.

Visibility and Analytics

Empower your contact center management team with the tools they need to take unparalleled care of your employees and customers. Real-time dashboards and widgets provide managers with visibility into the health of the contact center at any given moment. The ability to track the length and volume of interactions, the status and number of agents in each group, and track operational and performance metrics in real-time allows managers to make on-the-fly adjustments to routing and staffing as needed. Historical reporting provides past information on the performance of the contact center

whether through standard reports, or creating customized reports. Reports can easily be scheduled to be run and sent at any time.

Our powerful analytics engine can also integrate data from Fuze Contact Center, our partner contact center, and other Fuze products to provide a complete picture of customer communications and agent performance. Paired with our analytics tool, you are able to view historical trends and create ad hoc reports to learn more and take immediate action when needed.