



Intermedia Contact Center

Hit your next level of growth by giving your customers the experience they deserve. With Intermedia Contact Center, more responsive, informed, and positive customer experiences are possible in days, not months.

More Productivity & Simplicity

Intermedia's integrated Unite and Contact Center makes it easier to collaborate and manage customer calls in one app.

Greater Customer Convenience

Let customers call, text, chat, and email, or give them self-service options.

Personalization & Insights

Integrate your CRM for better interactions and use analytics and reporting to improve services.

Revenue & Engagement

Send timely notifications automatically via SMS, voice, and email.

Intermedia Contact Center improves customer interactions for businesses of all sizes and helps you differentiate from the competition where it matters most – the customer experience.

Contact Center enables you to:

- Access both employee collaboration and advanced call handling within Intermedia Unite
- Support multiple locations and remote employees
- Centralize management from one portal, accessible anywhere, any time
- Keep an eye on service levels, and analyze team performance by queue, team, or employee with real-time dashboards and historical reports
- Easily manage customizable frontline user skillsets and statuses
- Centralize the handling of calls, web chat, email, and SMS in a single application
- Enhance audience engagement with outbound dialing and advanced outreach campaign capabilities
- Send out post-call surveys to measure satisfaction
- Quickly and easily integrate with CRM and WFM systems
- And much more...

INTERMEDIA CONTACT CENTER CUSTOMER BENEFITS

BETTER PRODUCTIVITY

Give your employees the tools they need - whether they need to collaborate together, talk to a customer, or a little of both.

Intermedia Unite + Contact Center

Use one application to manage employee collaboration and customer voice interactions.

Agent Login

Choose to take customer calls within Unite. Log out when done and resume other collaborative work with other employees.

Advanced Call Management

Take queued customer calls and then call, chat, and meet with coworkers to quickly resolve requests.

Presence Sync

Avoid getting other calls when working with customers. Let others see when employees are talking to customers.

INSPIRING INTERACTIONS

Total customizability in call flow ensures callers reach the right agents at the right time, while exceptional QA features deliver greater results.

Skillsets

Skills-based routing means the employee most suitable to take the inquiry is reached.

Callbacks

After a period of time, queued callers can request a callback and the next available employee will get their request. The system will wait to ensure the agent is ready before dialing – meaning better-prepared employees and interactions.

Preferred Agent Routing

You can assign a certain employee to act as “point” on complex cases; with Preferred Agent Routing, calls and chats will be routed to an employee of your choosing.

IVR Control & Creativity

You can easily create custom IVRs and deploy advanced functions like variables, conditional logic, and much more. Intermedia Contact Center puts amazing power at your fingertips via an intuitive drag-and-drop visual interface. Plus, custom API integration delivers even greater functionality.

CUSTOMER-CENTRIC CHANNELS

Intermedia Contact Center rolls up voice, chat, WhatsApp, and e-mail queues into a single, streamlined omni-channel experience.

Queues & Contact Center Agent

With Intermedia Contact Center, you can forget the idea of a “queue” being only for voice calls. Powered by Intermedia's Contact Center's web or desktop app, voice, chat, WhatsApp, and e-mail interactions are all seamlessly integrated.

INTERMEDIA CONTACT CENTER CUSTOMER BENEFITS

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 and Live Monitoring

Our Dashboards help you monitor the platform in real-time, including wait times, service levels, and much more. Live Monitoring lets you tune into specific interactions - and even take control as needed.

Dashboards and Wallboards

View the top-level metrics that matter most to your team, any time, from anywhere - and share that data across anyone on your team who needs it.

Custom Reports

You can 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.

OUTSTANDING ENGAGEMENT

Capture your customer's attention with notifications for reminders, promotions, and more.

Dynamic Notifications

Turn your contact center into an outreach powerhouse. From simple appointment reminders to multi-channel marketing campaigns, Dynamic Notifications dramatically extends a company's reach while still respecting customer preferences.



TWO WAYS TO GET INTERMEDIA CONTACT CENTER

Intermedia makes it easy to address your contact center needs, no matter the size of your business or your requirements. We offer 2 plans to choose from, with the ability to add other Intermedia cloud business applications to create a holistic suite of powerful tools to support your business.

Factors	CONTACT CENTER PRO	CONTACT CENTER ELITE
CC License Type	Concurrent Seats*	Concurrent Seats*
UC Bundling Sold with Unite	Sold with Unite OR Standalone	Sold with Unite OR Standalone
Access to integrated employee collaboration and advanced call handling within Intermedia Unite	●	●
Admin Portal	●	●
Supervisor App	●	●
Real-Time Agent Status	●	●
Inbound Voice Channel Queues	●	●
Automatic Call Distribution (ACD)	●	●
Position in Queue & Estimated Wait Time Messages	●	●
Supervisor functions (Monitor, Whisper, Barge-in)	●	●
Real-Time, Historical & Graphical Reports	●	●
Real-Time Dashboards	●	●
Analytics Dashboards- Queues	●	●
Analytics Dashboards- Agent	●	●
Archiving - Archive all communications (voice, SMS, chat, email, screen recordings) to safeguard your organization, enabling easy monitoring and retrieval.	Add-on (+\$)	Add-on (+\$)
Call Recording	●	●
Pre-Built Integrations (Dynamics,Salesforce, Zendesk, Slack)	●	●
Agent Desktop & Web Application	●	●
Scheduled & Custom Reports	●	●
Customizable IVR	●	●
Skill-Based Routing	●	●
Geo-Routing	●	●
Advanced Rules-based Routing (Last agent, Preferred agent etc.)	●	●
Custom Agent Status	●	●
Real-Time Customizable Threshold Alerts	●	●

Queued Callback & Queued Voicemail	●	●
Emergency Queue Bulletins	●	●
Post-Call Surveys	●	●
Text-to-Speech	●	●
Call Scripting	●	●
Outbound Voice & Blended Channel Queues	●	●
Outbound Dialer (Scheduled Power Dialing)	●	●
Elastic Demand Support ²	●	●
Chat Channel Queues	Add-on (+\$)	●
Email Channel Queues	Add-on (+\$)	●
WhatsApp Channel Queues	Add-on (+\$)	●
Dynamic Notification (Voice, E-mail & SMS) ²	Add-on (+\$)	●
Schedule Manager	Add-on (+\$)	●
AI Agent Evaluator (Identify topics, sentiments, highlight keywords for coaching, and performance improvements.)	Add-on (+\$)	●
Screen Recording	Add-on (+\$)	●
Custom CRM Integration	Prof. Services (+\$)	Prof. Services (+\$)
Custom WFM Integration		Prof. Services (+\$)
Custom IVR Integrations & Selfservice applications (DB Data Dips, Intelligent Routing, Payment IVRs etc.)		Prof. Services (+\$)
Speech Recognition Integration		●

CONTACT CENTER CONCURRENT SEAT USAGE

Inbound Domestic (Contact Center Usage)	Unlimited	Unlimited
Outbound Domestic (Contact Center Usage/Dialer)	1,000 mins/month per concurrent seat	2,000 mins/month per concurrent seat
Toll-free Inbound/Outbound	As per toll-free bucket/per minute	As per toll-free bucket/per minute

* Number of users signed-in
 1. CC Bursting limited to 50% of subscribed seat capacity. Billing will be for peak concurrent sign-ons during period- no min. usage duration and be reflected on next bill cycle.
 "Burst & release" model - billing in advance for next period reflects subscribed seat count (not previous period's peak). Does not apply to Unite named user services.
 2. Desired channels add-ons (Email & SMS) - sold separately

QUESTIONS? CONTACT US TODAY!

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