



Skills-Based
Routing



Agent
Management



Customizable
Dashboards



Real-time
Data Insights



Call Reporting
Analytics



Multi-Site &
Remote Agents

Intelligent Tools for Outstanding Service

Get the tools and analytics you need to better manage your contact center.

OneCloud CCaaS extends functionality beyond the desktop phone and physical call center to deliver the experience your customers want — anytime, anywhere, and from any device. With robust features, flexibility, and scalability options, your business will speed up support, increase conversion, and give your customers great experiences.

Track Performance & Get Instant Reports

Our easy-to-use portal includes a comprehensive set of administrator tools for configuring and managing your business. Gain valuable insights to help improve customer service, manage your phone inventory, set answering rules, auto attendants, and more!

Streamline Operations with Simple Routing

Route inbound calls based on capacity, availability, and rules that you define in one easy-to-use interface.

Respond and Resolve Customer Issues Faster

Use skills-based routing to connect customers to the best available agent.

Customize Your Customer's Experiences

View recent purchases and other information to assign the best agent for each conversation.



Stay On Top of Customer Satisfaction

Call Transcription with Sentiment Analysis gives you a visual analysis of calls so that you can ensure your customers are satisfied with the level of service they receive from your call center.



Dive Deeper with Business Intelligence

Break down complex data to better understand staffing needs, identify training issues, and create resolution metrics with Cradle-to-grave call details and over 30 pre-built templates.

Customizable Real-time Dashboards

Monitor critical KPIs, agent performance, and customer experience with key metrics in easy-to-understand displays, so you know exactly what is happening with your systems in real time.

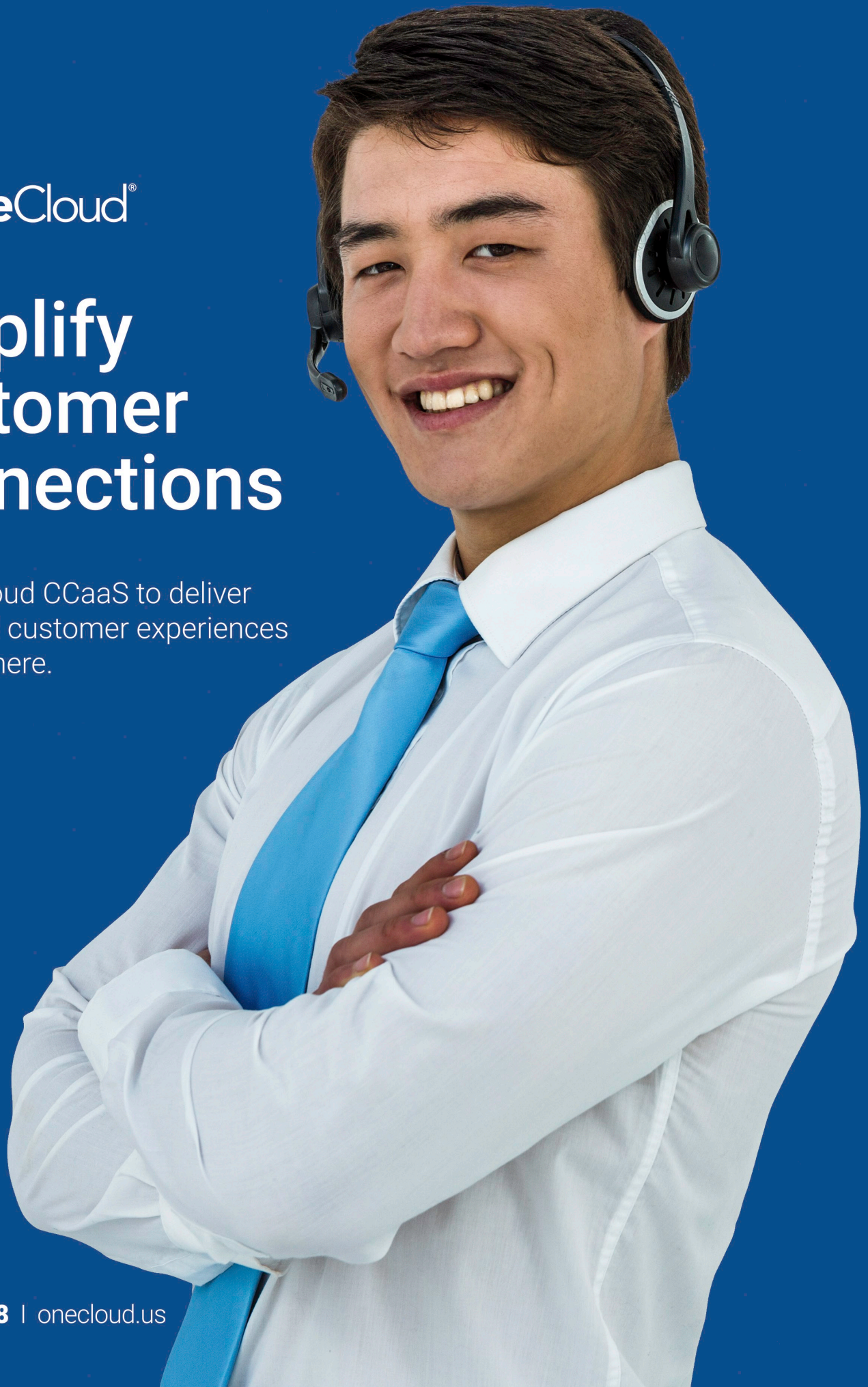
Work from Anywhere

Built with hybrid workforces in mind, agents can work from anywhere using OneCloud's soft phone with built-in queue controls, stats, widgets, and more.



Simplify Customer Connections

Use OneCloud CCaaS to deliver
exceptional customer experiences
from anywhere.



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