

ClearNexus Blended Contact Center Solution



Tired of watching your reps twiddle their thumbs between calls? Wish your inbound and outbound teams could be more flexible depending on call volumes?

The ClearNexus blended solution **allows you to enhance your contact center's overall productivity** by allowing your agents to both make and receive calls as demand and strategy dictate. No more unnecessary division of reps and workstations. **Your resources, working efficiently, all the time!**

CLEARNEXUS BLENDED CONTACT CENTER FEATURES			
✓	ACD and IVR	✓	Predictive, progressive and preview dialing
✓	Consolidated Reporting & Analytics	✓	Inbound/Outbound blending of multiple contact channels
✓	CRM Pop-up and Integration	✓	Single click agent monitoring and reporting
✓	Consolidated administration	✓	Call transfer, hold, conferencing
✓	Single window interface	✓	Context-based call scripting
✓	Skills-based routing	✓	Agent presence & instant messaging
✓	Dynamic call Recording	✓	Call prioritization

How do you benefit?

Improved Efficiency

With ClearNexus Blended Contact Center Solution, **automatically distribute inbound calls** to the appropriate reps **while allowing outbound calls via predictive dialing.**

Consolidated Performance Measurement and Reporting

Enjoy end-to-end real-time and historical reporting of both rep and call center activities, providing the visibility and insight your managers require to positively impact your bottom line.

100% Uptime

With our efficient and reliable system architecture, powered by our innovative Virtual Telephony Application Grid (V-TAG), we provide up to **99.999% uptime**. That means more time for you to reach your customers and your customers to reach you!

Reduced Costs

Our Blended Contact Center Solution is **reliable, seamless, and scalable**, providing you the flexibility to **manage your costs in line with your needs**. No hassle, just productive business.