



cloudQ® Contact Center

cloudQ® is a powerful inbound and outbound contact center solution designed to meet the needs of small to mid-sized businesses. cloudQ® is easy to set up, easy to manage, and is loaded with advanced features.

Simple, Easy to Use

- Intuitive, easy to use interface for Agents and Supervisors
- Spend more time focusing on the customer and less time managing the system
- Agents are immediately productive with minimal training

Advanced Features

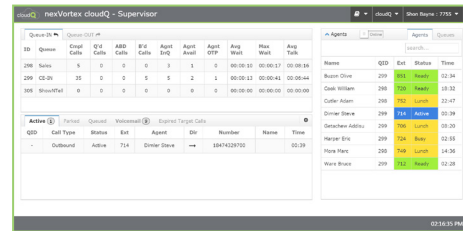
- Full call control
- Call recording
- Queue voicemail
- Peer-to-peer agent status
- Advanced reporting
- Real-time monitoring

Comprehensive Reporting

- Dynamic graphic and numeric reports with real-time queue and agent data
- Report Builder with customized historical reports detailing all aspects of the center

Secure, Cloud Delivery

- Web-based, fully hosted solution with no equipment to maintain
- Always up to date
- Zero plugins with no on-going maintenance or upgrade fees
- With audio and data encryption, it's perfect for sensitive applications



Scalable and Flexible

- Complete flexibility and control
- Agents can be locally assigned a phone extension, or remotely grab an open desk's extension
- Scalable – great for seasonal business

Features:

- › Skills Based Routing
- › Real-Time Monitoring
- › Comprehensive Reporting
- › Call Recording
- › CRM Integration
- › Remote Agents
- › IVR
- › Scalable and Flexible
- › Simple, Easy to Use

