

Lightpath

Hosted Contact Center

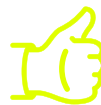


Customer Loyalty Starts With The First Call

Your customers expect quick connections to the solutions they need. But managing and maintaining your call center platform can be complicated — and costly.

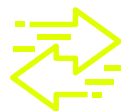
Our Hosted Contact Center puts the full power of a world class call center right at your fingertips. Our cloud-based solution delivers a wide range of valuable routing and reporting tools so you can boost agent productivity, customer loyalty, and your bottom line.

Choose from two plans with customizable capabilities to help meet the specific needs of your business.



Improve Customer Experience

Increase first call resolution with intelligent call distribution and flexible work-flow agent tools.



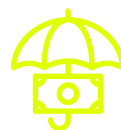
Custom Reporting

Gain insights and view caller account info to optimize efficiencies and performance.



Increase Revenue

Employ skill based routing to quickly match callers with your best agents to maximize sales.



Cut Costs












Skip the extra hardware, software, and IT staff with our cloud-based tools.

Call 877-544-4872 or visit Lightpathfiber.com










Technical Features

Choose from Gold and Platinum Hosted Contact Center plans.  Gold  Platinum




















Manage Your Business

24/7 monitoring		
Automatic software updates with no costly upgrades		
Geographical survivability for maximum disaster preparedness		
On-demand scalability		
CRM integration for seamless support and sales		
Vacation and shift automation for simple shift trading		

Access Robust Reporting

Custom multilevel dispositions for detailed call data		
Real-time stat display and wallboard, and graphical dashboard for monitoring queues and performance		
Track & improve efficiencies with detailed statistics		
Scheduled optimization for balancing schedules, skills, and service levels		
Real-time adherence view for quick response to deviations		
Report scheduling and customization for vital metrics, performance, and KPI data		

Improve Customer Service

Inbound voice queues designed to fit your business needs		
Multi-skill routing to directs calls to agents with matching skill sets		
Call recording with agent notes for standards adherence		
Live monitor, whisper, and barge-in features		
Custom agent status settings with no costly upgrades		
Automated threshold SMS and email alerts for service levels		
Automated callback and click-to-call functions		
Interactive Voice Response for self-service		
Agent coaching and evaluation tools		
Email, chat, and social media queues		
Outbound Dialer		
Forecasting and scheduling		