

Cloud Contact Center



Superior Customer Service in the Cloud

Customers today have all the information they need at their fingertips to research your products or services, gather opinions, and form a purchase decision. As a result, your brand must work harder to ensure that you're meeting customer's needs by providing superior services and great experiences. You need to exceed customer expectations with convenience, speed, and multiple options for interacting with your company.

ShoreGroup has created a suite of cloud contact center solutions specifically geared to improve customer experiences, drive workforce efficiency, and make businesses more flexible. With solutions for the rapid deployment of new features, the scalability to meet business needs, and the ability to set up agents on the fly, your business, and your customers both benefit.

Modern Contact Centers Rely on the Cloud

New channels plus mobile-connected customers have created the need for seamless transitions between customer touchpoints. Today, businesses need to embrace contact center solutions that support an interconnected future. Doing this is critical to staying ahead of the competition.

While traditionally viewed as a cost center, ShoreGroup can help you design a right-sized solution that will transform your contact center into an opportunity center. You'll find that opportunities will abound for building customer loyalty, growing revenues, and delivering the best customer experiences through a variety of channels and methods.

Three Cloud Solutions to Match Your Contact Center Needs

1. Full-Featured Yet Cost Effective

You have a business to run, profits to increase, employees to motivate, investors to impress. You need a simple PBX-type contact center solution that lets you stay focused on those things. With ShoreGroup, your business will get a broad set of voice contact center features, for up to 50 agents, and valuable real-time reports for a low monthly price.

You'll be able to manage call queues and incoming customer calls more efficiently and rapidly turn-up resources for your internal help desk or highly distributed home-based agents. This solution will help you meet your goals of increasing agent productivity and enhancing callers' experiences with an easy-to-use cloud-based solution.

2. Omnichannel Support

If you're taking your business to the next level or just looking to provide more options for your customers to interact with you, ShoreGroup has you covered. We're able to give you a 100% cloud-based solution that includes both phone service and the software you need to track and manage incoming and outgoing interactions with customers and prospects interactions that include calls, chats, emails, social media, and more. Since our solution is provided over the Internet as a monthly service, you don't have to invest in costly infrastructure or equipment. Whether your contact center is 50 agents or 250, you will get all of the features of on-premise systems along with the inherent business benefits of Internet applications.

3. Enterprise-Class Flexibility

Managing a contact center of 250 agents to 5,000 or more can be complicated and challenging, given dispersed workforces, the need to maximize returns, and the desire to reduce power (and other resources) consumption. ShoreGroup helps you meet those requirements with maximum deployment flexibility. You'll be able to run your contact center entirely in the Cloud and get the advantages of rapid provisioning, flexible scalability, and lower support and maintenance costs. Advanced self-service with speech and the ability to deliver contextual, continuous, and capability-rich journeys for your customers, across time and channels means you will benefit from more satisfied customers and fewer incoming calls. If you're a Cisco customer, ShoreGroup delivers the advanced capabilities of Cisco Unified Contact Center Enterprise and Cisco Unified Customer Voice Portal, with all the benefits of cloud computing.



Start Creating Better Experiences

You can start giving your customers the experiences they want today. If your customer care program is comprised of a small highly distributed set of agents or a large formal contact center that requires advanced campaign management and omnichannel integration, we have a solution that's right-sized for your business. Call ShoreGroup today to begin.