



Contact Center Suite



Unique Approach, Serious Functionality.

Not Your Average Contact Center Solution

They say that you have to kiss a lot of frogs before you find a prince. With a leadership team who has years of collective contact center, business, and telecom experience, we'd pretty much "kissed all the frogs" there were when it came to enterprise voice services. Nothing measured up to our needs or standards, so we built our own.

The best products and services all start that way – and for good reason. When you've been there yourself, you know what needs to change and you create solutions that get to the root of business problems to solve them for good.

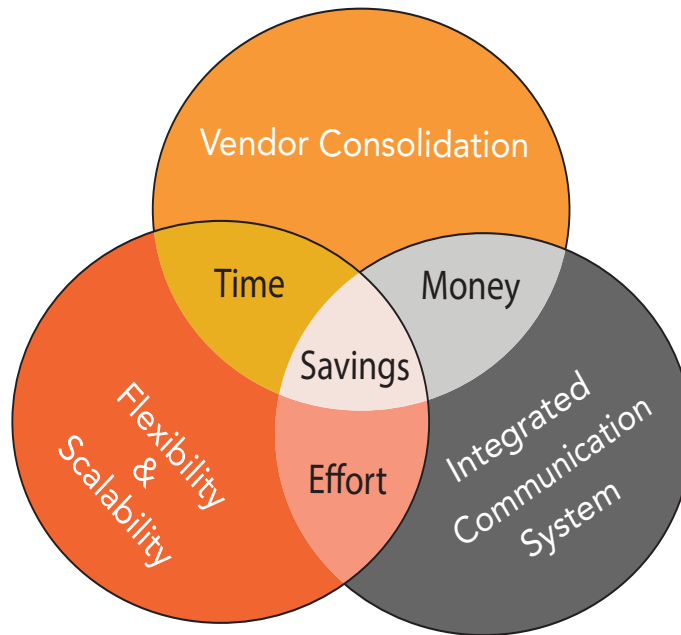
Our innovative cloud-based platform takes voice communications above and beyond. As business owners ourselves, we know there are certain features and functionality that you just expect with your voice solution. We also know that functionality is nice but if it doesn't deliver results, it doesn't matter. At CorvisaCloud, we like to skip talking about the basics (*those are a given*) and instead focus on what's really going to change the game for you – unique, sophisticated features that save you time, money, and effort.

Leveraging the Cloud

CorvisaCloud provides customizable enterprise-caliber communications services for contact centers of all sizes. Our full suite of cloud-based technologies makes it easy for you to manage, measure, and automate your voice communications processes in a secure manner while driving an immediate and significant return on investment.

Our customer-centric cloud communication solutions deliver:

- **Infinite Scalability:** Solutions that scale immediately as your business needs change. Scaling up or down allows you to increase efficiency and pay only for what you actually use.
- **Rapid Implementation:** Get up and running weeks to months sooner than with traditional enterprise solutions.
- **Substantial Savings:** Eliminate upfront IT infrastructure costs and ongoing maintenance costs while still gaining enterprise-level functionality.
- **Easy Configuration:** Make changes to services in minutes to adapt as your business operations and staff grow.
- **Simplified Reporting:** Integrated, cross-system reporting saves time and gives you a clear picture of production and performance.
- **Single Point of Contact:** One service provider, one call for support, one bill - one easy choice.



Contact Center Solutions



Interactive Voice Response (IVR)

Our IVR platform streamlines interactions between callers, agents and data to help you improve customer service and agent efficiency. As a fully hosted secure cloud-based system, CorvisaCloud's IVR allows you to connect callers to real-time information without adding costly overhead or monthly fees.

Key features include:

- **Interaction with External Applications:** Store session data into IVR and/or external applications for unlimited access and knowledge to past sessions.
- **Session Logging:** Complete logs of all actions are stored against a session history for full reporting.
- **Advanced Bridging:** Bridge up to ten numbers at a time.
- **Visual Flow Builder (beta):** Create call flows by simply dragging and dropping each step of the process.
- **Real Time Editing and Entry:** All keyed entries made are immediately available for agent access.
- **Action Monitoring:** Track a package, send a text, add a caller to a campaign, decode and parse XML, and perform a Salesforce® or Zendesk lookup.
- **Action Utilities:** Instruct the system on how to handle data, call routings or elaborate call flows with ease.
- **SMS Message Collection:** Collect alphanumeric information via SMS messages.
- **Secure API Calling:** Exchange consumer information with our cloud-based platform in a secure manner without the storing of personal data such as credit card information.
- **Call Recording:** Record and store all calls as part of standard IVR functionality.
- **Native Multi-Language Support:** Incorporate multi-lingual capabilities without setting up extra call flows.



Automatic Call Distribution (ACD)

Elevate customer service with the CorvisaCloud ACD platform. Improve agent efficiency through state and skill-based routing and optional Salesforce integration. Empower management with the ability to manage agent queues and skill sets on the fly with the help of detailed call reporting. With our ACD solution, you have flexible pricing options making it easy to avoid long-term agreements and big capital expenditures.

Key features include:

- **Receive Calls on Any Phone, Anywhere:** Use our web-based softphone, SIP, or PSTN hardline.
- **Extensive Reporting for Smarter Decisions:** Utilize our real time dashboard to view complete real-time historical reports about each call, agent, and department to streamline workflows and evaluate agent performance.
- **ACD Queue Bridging:** Bridge to appropriate skill-based ACD queues or transfer to a live agent based on data entered or retrieved during the IVR process.
- **Empower Agents:** Give agents access to view caller info before taking a call, plus the ability to transfer callers to another person or department as needed.
- **Enhanced Skills-Based Routing:** Assign agents to one or multiple custom skill-based or need-based queues. With our enhanced routing capabilities you can set skills to solely dictate which type of calls an agent can take.
- **Personalize to Fit Your Brand:** Create custom greetings, routing options, hold music and more.
- **Integration to Auto Dialer:** Full integration to the CorvisaCloud predictive and preview auto dialers allows calls to be placed only when an agent with the appropriate skill(s) or queue membership is available to support the call. (See *Campaigns and Automated Dialer Features*)
- **State Based Routing:** Direct calls to agents based their state licensure or certifications.
- **Integration with Salesforce.com and Zendesk:** Provide a seamless experience for users and customers. Ask a CorvisaCloud consultant for more information.
- **Call Recording Options:** Record and store all calls as part of standard ACD functionality.



Voice Broadcasting

Use CorvisaCloud's cloud-based voice message broadcasting platform to address a wide-variety of mass communication needs, including surveys, polling, marketing, order status updates, appointment reminders and emergency broadcast notices.

Key features include:

- **Campaign and List Management:** Run multiple campaigns with robust contact filtering and dialing parameters.
- **Data Import:** Import outbound call list contacts with an easy wizard or automatically via FTP or web call.
- **Contact History Database:** Make contact information and call activity available for IVR applications.
- **Detailed Reporting:** Gain insight into real-time and historical call center performance by tracking call center statistics by queue, agent, campaign and more.
- **Successful Call Threshold:** Allow campaigns to run until a preset amount of valid inputs are returned.
- **Surveys and Survey Randomization:** Randomize some or all of your survey answers for more accurate results.
- **Text-To-Speech:** Provide dynamic, customized messages by automatically converting text into voice messages.



On-Premise PBX Call Recording

CorvisaCloud's on-premise PBX call recording allows you to securely and affordably store recordings in the cloud with real-time audio searching that's ideally suited for compliance, quality control and employee training. Our per agent model eliminates the upfront hardware costs typically required for large volume storage of recordings, making it cost-effective for businesses of all sizes. Plus, all calls are tagged with a time stamp, keyword and customer/agent information to make reviewing records fast and easy.



Campaign Management and Automated Dialers

Advanced campaign management makes it simple to set unique call plans for different lead types and effectively automate the call process. Our unique lead nurturing functionality allows you to apply strategic follow up patterns to your call campaigns to increase long-term touches and conversions. Accelerate call center production with CorvisaCloud's automated dialing services, including:

- **Preview Dialing:** Agent determines when the next call goes out to eliminate pauses and improve contact rates
- **Power Dialing:** System initiates calls for reps based on a manager-defined wrap up window.
- **Progressive Dialing:** System dials multiple contacts and connects the agent to the first contact that answers without a preview of contact info.
- **Predictive Dialing:** Pre-initiate calls for reps using a system-calculated wrap up window based on multiple variables, such as number of rings and number of agents in queue.



CRM Integrations

Eliminate the time and hassle of manually combining communication and production reports with CorvisaCloud's CRM integration. Our integration with Salesforce provides seamless flow of communication data into Salesforce.com's analytics engine, giving your managers consistent, combined reports on communications and production automatically.

Integration with other CRM applications is available on request.

Additional Features

- Recording Mailboxes
- Transcription Services
- Integration with Customer Systems
- Flowcharts to Visualize Call Flows
- HTML Email Call Summaries
- Call Back Campaign Functionality
- Voicemail Detection



About CorvisaCloud

CorvisaCloud provides customizable enterprise caliber communications services for businesses and call centers of all sizes. Our full suite of cloud-based technologies makes it easy for you to manage, measure and automate your voice communications processes while driving an immediate and substantial return on investment. With a complete suite of innovative solutions one provider, one bill, and one call for support - CorvisaCloud works diligently to deliver flexible, innovative solutions, and exceptional service that make it easy to take your business to the next level.

Impressed with what you see? Contact us today at 877.487.9256!