

VOCAL IP

Vocal IP Contact Center Application Suite

Allow your customer engagement teams to multi-task any incoming contact, ensuring optimal customer service.

Headquartered in New York City, Vocal IP is a nationwide provider of Data, Voice, Unified Communications (UCaaS) and Managed Video Surveillance services backed by our wholly owned next-generation network. We are a privately owned, financially stable company and experienced steady organic growth over the years.

VOCAL IP

VOCAL IP CONTACT CENTER

How Can We Help?

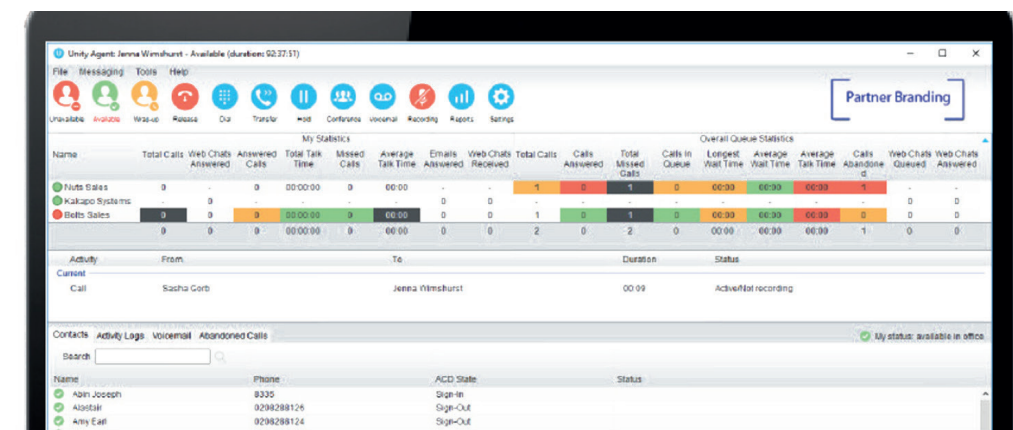
Vocal IP Contact Center provides your customers richer inbound experiences on their media of choice.

Supporting Web Chat, Voice and Email queues, Vocal IP allows your customer engagement teams to multi-task any incoming contact, ensuring optimal customer service and first contact resolution.



Hi, How Can I Help?

[Chat Now](#)

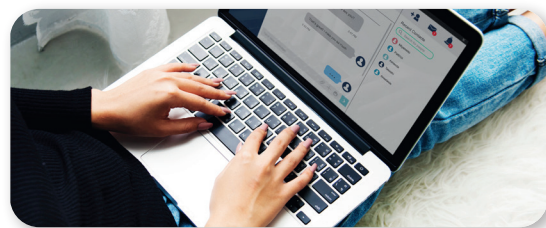


By providing blended experiences for Agents, Vocal IP Contact Center allows customers to scale their customer handling capability and process more transactions without increasing Agent head count.

Vocal IP Contact Center connects your customer to an Agent quickly by using intelligent and flexible routing parameters. All media streams can be managed uniformly with consistent overflow, escalation and distribution policies.

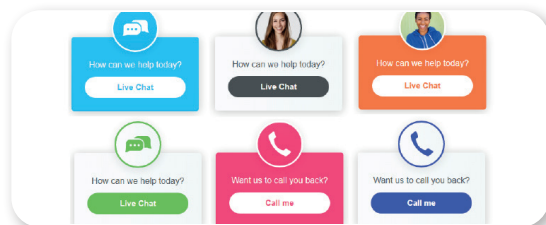
Vocal IP Contact Center

www.vocalip.com



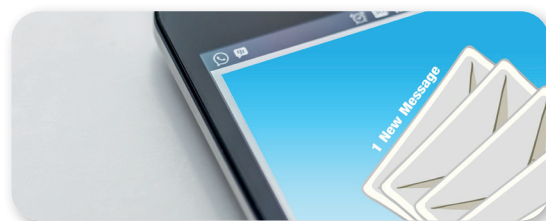
Blended Agent Experience

All media calls are presented within the intuitive Agent interface, simplifying media handling.



Intelligent Agent ACD

Vocal IP Contact Center will intelligently manage the Agents availability, making them Unavailable when on a web chat.



Email Queues

With support for Outlook 365 and Gmail, the Vocal IP Contact Center Server logs in as the email client and distributes emails to Agents.



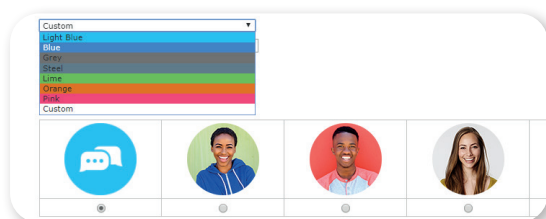
Pure Cloud Solution

We can scale media streams and Agents with no limits or bottlenecks supporting you today and tomorrow.



Copy & Paste Deployment

Vocal IP's portal allows supervisors to define their web chat queue and routing behaviour then paste into their website to go live immediately.



Web Chat Customization

Define how the widget appears, what customer fields are required and which avatar and color scheme to use.



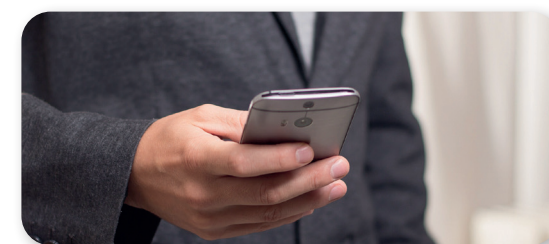
Canned Web Chat Responses

Vocal IP supports concurrent webchat sessions, providing Agents with quick links to canned responses and links, improving customer response times.



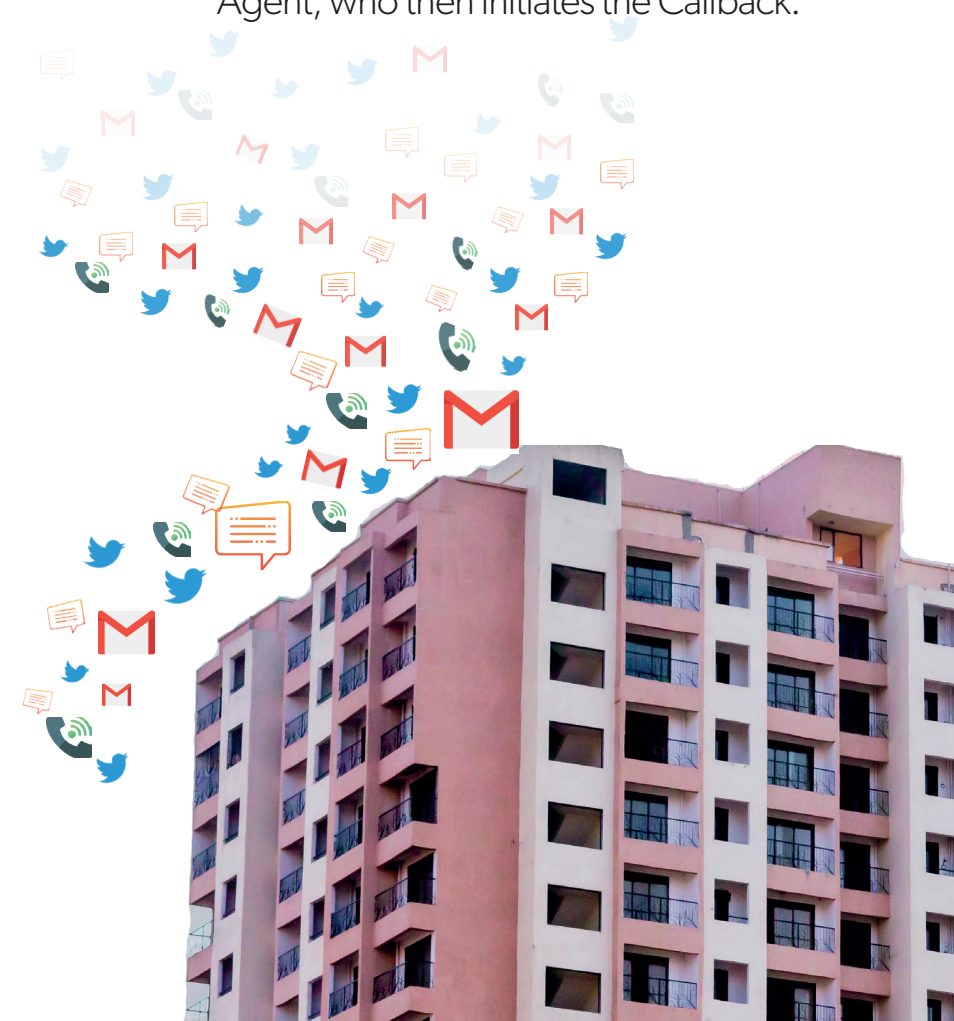
Advanced Routing

Sophisticated routing options for all media types and options connect customers to the best equipped Agent.



Call-Back Queues

As an alternative to inbound voice queues Vocal IP Contact Center supports Callback, where the customer's details are queued to an Agent, who then initiates the Callback.



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For more information visit
www.vocalip.com