

Hosted Call Center



Whether your organization has a small help desk or a full service customer support center, Spectrum Enterprise offers a fully managed Hosted Call Center service that delivers a consistent and reliable experience for your client interactions.

Hosted Call Center overview

Organizations today require flexibility for an evolving call center workforce. Hosted Call Center is a pain-free service that can accommodate multiple call center locations and includes the ability to extend the service to remote and mobile workers. Furthermore, since employees can access the call center system from anywhere with an Internet connection, a hosted solution eliminates the need for on-premises installation, significantly reducing costs and making it easy to scale up or down as your business needs change.

Combining the simplicity and convenience of a managed solution with the scalability of an enterprise-grade infrastructure, our Hosted Call Center service creates the ideal environment for today's modern call center.

All Hosted Call Center seats include Unified Communications (UC) capabilities. They include secure instant messaging, one-to-one and group chat, presence, desktop sharing, video calling, web collaboration, directory, and click-to-dial applications with hold, transfer and call control features. Users have control over how and when they can be contacted and can transition from simple chat conversations to voice or video with just one click.

Hosted Call Center is a feature-rich solution designed to address the most challenging call center requirements. Our solutions are modular in design, offering real-time scalability and end-user customization to adapt to fluctuating business and employee needs. Gain the confidence and flexibility to shift your valuable IT resources to focus on higher value initiatives with a managed service and infrastructure that can grow as your needs evolve.

Product highlights

- **Ensure clear, reliable service:** Experience clear voice quality and improved security from service delivered via a dedicated and secure connection over our privately owned and operated fiber network
- **Implement customized solutions:** Improve call center operations and derive business insights with advanced call monitoring and call analytics software engineered specifically for call center supervisors
- **Decrease management time:** Ensure you have the latest technology with automatic updates, freeing IT staff to focus on higher business priorities instead of daily call center management
- **Rely on uninterrupted service:** Embedded continuity ensures no loss of service due to weather or local loss of power, with the addition of robust disaster recovery services
- **Simplify management:** Monitor usage from anywhere through an intuitive, online administrative portal to easily configure phone settings and service features and monitor usage
- **Enjoy dedicated, local support:** Experience the unmatched service and support of a locally-based and easily accessible team of solutions engineers and account representatives

Agent solutions

Contact Center Agent: Supports informal callcenters such as a receptionist pool or small workgroup.

- Calls can be queued and monitored
- Calls can be routed based on most idle, first or next agent, simultaneous or weighted
- No PC client software is required

Contact Center Agent Plus: Supports environments that require advanced routing and detailed inbound and outbound analytics.

- Dialed Number Identification Service (DNIS) reporting
- Additional messages for incoming calls, (i.e., estimated wait time or number of callers in queue)
- Time of day routing for 24-hour call centers
- Silent monitoring of agents
- Outbound call center reporting

Supervisor solution

Allows supervisor to monitor and report on agent or queued activities. Enhanced or Premium Call Center Agent Feature Pack required.

- Monitor/manage agents
- Silent call and real-time call monitoring
- View and change call distribution states
- Join an agent on a call
- Monitor real-time queued activity
- Automated email and web-based reports of real-time and historical data

Hosted Call Center Seat features

Contact Center Agent

- Business Feature pack
- Anywhere Connect Enhanced
- Enhanced Call Center
- BW Agent or Unity Agent

Contact Center Agent Plus

- Premium Feature Pack
- Anywhere Connect Premium
- Premium Call Center
- BW Agent or Unity Agent

Contact Center Supervisor

- Premium Feature Pack
- Anywhere Connect Premium
- Supervisor Call Center
- Unity Supervisor

Add-On features

- Basic call recording
- Business recording & analytics
- Premium recording & analytics
- On-Demand mobile recording
- VocalQ audio mining
- Additional storage

Learn more

enterprise.spectrum.com/voice

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions. Spectrum Enterprise's industry-leading team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. More information about Spectrum Enterprise can be found at enterprise.spectrum.com.