**CLOUD CONTACT CENTER SERVICES:**

Is the rising number of communication channels taking a toll on your contact center and making it difficult to keep up strong client relationships and provide great client satisfaction? You facing trouble to scale-up your call center operations and the cost to do so is hitting. Then, it's the correct time to move towards a cloud-based contact center. Setting up a cloud-based call center for your business will facilitate you overcomes these challenges with simplicity.

**SOME SERVICES CLOUD CONTACT CENTER:**

Some of the lye cloud call center services we offer include:

**Cloud-based Inbound Call Center Services**

Moving your existing inbound contact center to the cloud has its own benefits. A team member of a contact center specialist can facilitate about migrate inbound call center services to the cloud with no difficulty.

**Cloud-based Outbound Call Center Services**

Our team of call center experts can migrate to entire outbound call center services including appointment setting, lead generation, disaster recovery, etc. to the cloud within a quick time.

**Cloud-based Super Agent Services**

By outsourcing cloud-based super-agent services to us, you can rest assured that your clients will receive extremely secure and error-free information.

**Cloud-based Customer Support**

We have the required infrastructure, resources, and skills to provide clients with cloud-based customer support services including technical support, remote IT support, toll-free customer support, live chat support, social media support, etc.

**BPaaS**

BPaaS services can simply change the resources to gather the constantly changing demands of the client with greater flexibility. Services also assist clients with improved teamwork of people, processes, and technologies.

**Mapping**

Our team can help you set up automated speech recognition and a highly intuitive text-to-speech system that will direct the users in the right direction without involving an operator. Effective call mapping will reduce the time per call and enhance the customer experience.

**Predictive Dialing**

We can help you with a system that will prioritize the call assignment based on the agent's expertise while keeping in mind the regulatory compliances and attributes. The call center campaigns can be accelerated using a predictive dialer and the method of engagement can be customized by using our cloud-based contact center solution.

**HR Management**

Our team has the required skills to use predictive analysis and build an algorithm that will easily route the calls to the available contact center agent. These systems can also help in analyzing and measuring the efficiency of each agent and feel tasks of varying complexities.

**Analytics Reporting**

Providing highly customized analytics reporting services for client cloud-based call center. These reports can be used by the management to supervise agents and the customers. The reports will comprise the Omni channel client journeys which can be easily tracked and leveraged to make the processes better in the future. With these reports, you can keep a track of total calls, calls abandoned, queue order of calls, call time, idle time, agent login time, etc.

**NEEDS OF SOME SERVICES CLOUD CONTACT CENTER:**

As more and more companies are moving towards a cloud-based call center, it is important to understand this is preferred in excess of the regular call center. A number of the key reasons for choosing cloud-based contact centers are listed here -

It supports several customer communication channels in one place.

It can be simply scaled up or scaled behind as per the needs of the enterprise.

A centralized manager will facilitate in running a contact center from multiple locations remotely.

Interaction channels and functionalities are able to be added at any time.

Offers far above the ground flexibility to accommodate present and future needs.

**BENIFITES OF CLOUD CONTACT CENTER SERVICES:**

Outsource cloud call center services to us and take advantage of these benefits -

**Flexible Pricing Options**

Provide highly flexible rate options and they must pay only for the services they opt for. This will help the customer to keep a considerable amount of costs in contrast to any other outsourcing partner.

**Best infrastructure**

Access to state-of-the-art infrastructure in terms of the uninterrupted best quality, network connections, and latest cloud call center tools and technologies, world-class office spaces, etc.

**Multilingual Services**

The team has the required skills and experience to provide cloud contact center services in multiple languages.

**Quick Turnaround Time**

Delivery centers operate in different time regions from different parts of the world.

**Ease of Scalability**

 Rest assured that we can scale up or down the project requirements as per your requirements and work volume as and when it is required.

**24/7 Availability**

Our call center agents, our sales teams, and management are available to address your queries 24/7 via phone or email.

Staff-India can help your organization with a smooth change to a cloud call center within a rapid time. Our team has the required experience to help you set-up an end-to-end call center on the cloud which will create it easier for you to access emails, social media connections, voice calls, etc. from anyplace and at any time.