

BroadCloud Contact Centers

A powerful, field proven solution to optimize customer engagements

Introduction

BroadCloud Contact Center is a fully-managed end-to-end service that delivers comprehensive Analytics-driven Contact Center solutions from BroadSoft's cloud infrastructure. The solution enables service providers rapid time-to-market, while minimizing upfront investments and accelerating time-to-new service revenue with their own branded service. The solution also provides end users – from SMB all the way up to large enterprise – with a powerful, field-proven solution to optimize customer engagements and improve outcomes in their contact centers.

Service Provider Benefits

- Broad portfolio to address all market segments
- Integrate with your existing BroadWorks or BroadCloud solution
- Pay-as-you-go model minimizes upfront investment and risk.
- White label solution - fully brandable
- Go-to-Market support with brandable and customizable collateral and channel enablement programs



broadcloud Contact Center Portfolio

Full market coverage from simple SMBs to large global enterprises



End User Benefits

- Single solution for PBX, Unified Communications, and Contact Center
- Analytics-driven customer engagements maximizes revenue and lowers costs
- Graceful migration from CPE to cloud-based agents
- Future-proof feature set addresses needs for today and tomorrow
- Carrier-class reliability, with continuous feature upgrades

BroadCloud Contact Center Editions

The BroadCloud Contact Center comes in various editions, each optimized to best serve the contact center environment of the end user

Express Edition: For SMBs looking for a voice-only call center, the Express Edition provides an economical solution which includes the most common call center feature requirements, including IVR, skills-based routing, real-time and historical reporting, and call recording. Cloud-based solution seamless serves agents in any location, including Home Agents.

Salesforce Edition: For businesses who have built their call center around Salesforce.com, this Edition provides complete call center functionality embedded within Salesforce Service Cloud and Salesforce Sales Cloud. The full user experience for agents, supervisors, administrators call center managers is built directly into Salesforce, providing all users with a familiar experience that is fully integrated with their standard business tools. Serves from SMB up to large enterprises.

Business Edition: For business looking for a comprehensive, flexible solution. This Edition provides access to all of the features that may be required now or in the future, including full omni-channel support and powerful analytics tools to drive real-time routing decisions and improve contact center performance. Available in voice only and full omni-channel packages. Serves businesses of all sizes.

Cloud Routing Edition: Targeted at multi-site, distributed contact centers operating multiple premises solutions and looking to preserve existing investments. Cloud Routing improves service levels and business performance by ensuring every call is routed to the best available resource across the contact center's distributed environment, thereby reducing abandons and improving business results. The solution can overlay existing premises-based contact center platforms, and offers an optional graceful migration to cloud-based agents.

Feature	Express	Business	Salesforce
ACD queuing and distribution	✓	✓	✓
Skills based routing	Single Skill	Multiple skills	✓
Canned reporting	✓	✓	✓
Customizable reporting		✓	✓
Drag and drop call flow builder		✓	✓
IVR Auto-Attendant	✓	✓	✓
IVR data dips		✓	✓
Cloud Routing across third-party contact center platforms		✓	✓
Supervisor barge-in	✓	✓	✓
Supervisor monitoring/coaching		✓	✓
Omni-channel interactions (email, chat, social, fax, SMS)		optional	Via Salesforce
Web Callback		✓	✓
Call recording	optional	✓	✓
CRM integration	optional	✓	✓
Privacy shield for PCI compliance		✓	✓
Analysis driven routing		optional	✓
Quality management		optional	optional
Workforce management		optional	optional
Outbound Dialer		optional	optional
Agent Scripting		optional	optional