

EARTHBEND360 INTERACTION MANAGEMENT SOLUTIONS



EARTHBEND.COM





ASCEND CLOUD CONTACT CENTER

EXPERIENCE A CONTACT CENTER WITHOUT BOUNDARIES.

EarthBend360 has partnered with market-leader Enghouse Interactive to deliver our Ascend Contact Center platform. EarthBend360 Ascend Contact Center is a cloud-based, omni-channel contact center platform providing a complete array of cutting-edge interaction management feature functionality for businesses of all types and sizes.

EarthBend360 Ascend Contact Center is powered at its core by Enghouse Interactive's award-winning Contact Center Service Provider (CCSP) solution and resides within EarthBend360's state-of-the-art data center facilities. Additionally, EarthBend360 has developed Community Cloud, a vibrant ecosystem of the industry's very best supporting contact center technologies, all offering seamless interoperability and maximum utility with the Ascend Contact Center platform.

EarthBend360 can help you harness the power of the cloud in your contact center to deliver exceptional customer experiences, easily and affordably.



COMMUNITY
C L O U D



ADDRESSING THE TECHNOLOGY REQUIREMENTS OF THE MODERN CONTACT CENTER.

The demand for flexible contact center solutions is increasing exponentially. Many organizations are eager to replace older, premises-based solutions that inadequately support current business objectives and are nearing obsolescence. But, while these businesses have an immediate need for contact center infrastructure enhancements, they can't undertake the large, upfront capital expenditures needed to purchase, operate, maintain and provide training for these technologies.

Ascend Contact Center from EarthBend360 delivers a single, unified cloud-based solution for cost-effectively addressing a full range of contact center requirements.



BUILT FROM THE GROUND UP TO MEET THE EVOLVING NEEDS OF TODAY'S CONTACT CENTER ENVIRONMENTS.

Organizations seeking a contact center solution want a system that supports key data security requirements, including SOC2, HIPAA and PCI compliance. A convenient concurrent user licensing model providing flexible perpetual and subscription procurement options is also important. A viable platform should support integration with a full range of adjunct components – such as workforce management, knowledge management and analytics – used within the contact center operations and throughout the enterprise. Interoperability with other back-office platforms, including CRM, ERP, EMR, help desk and finance systems, is also expected. The system should give seasonal businesses the ability to simply and quickly scale up or down to accommodate changing demands.

Even with redundant hardware, an on-premises contact center platform cannot match the geographic redundancy and scalability of the cloud. EarthBend360 Ascend Contact Center leverages a multi-tenant, geo-redundant architecture – which isn't reliant upon a traditional telephony PBX – to achieve economies of scale, providing higher availability and security measures than would be affordable with a premises-based, a la carte system.

The EarthBend360 Ascend Contact Center solution has been built from the ground up to address all of these important requirements and more, empowering companies with the technology they need to keep up with ever-rising customer expectations.



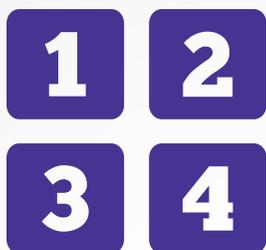
ADVANCED CONTACT CENTER FEATURES & FUNCTIONALITY

ENJOY ROBUST CONTACT CENTER CAPABILITIES AND ENABLE EXCEPTIONAL CUSTOMER EXPERIENCES.



OMNI-CHANNEL COMMUNICATIONS

Leverage the benefits of true omni-channel communication functionality, with seamless support delivered across voice, email, SMS text, web chat, social media, video and more.



INTEGRATED SELF-SERVICE

The platform's IVR technology supports voice, email and SMS. IVR call flows can be customized using the Studio work flow/scripting tool and can be fully integrated into call routing procedures.



MULTI-TENANT ARCHITECTURE

Multi-tenancy securely partitions multiple enterprises and/or business units on a single secured platform. This simplifies overall administration and enhances cost effectiveness.



REPORTING & ANALYTICS

A highly customizable widget-based Supervisor Dashboard provides real time reports and a comprehensive 360-degree view of customer interactions, producing actionable business intelligence.



RECORDING & QUALITY MONITORING

Calls can be recorded selectively or all calls can be recorded to meet compliance requirements. Optional scoring and evaluation functionality allows QA staff to create and store interaction scorecards.



OUTBOUND DIALING SOLUTION

Preview, progressive, predictive and IVR dialing modes are included. Advanced algorithms dynamically control pacing, ensuring abandoned call compliance and agent productivity.



SELF-ADMINISTRATION CAPABILITIES

Self-administration functionality makes the day-to-day management and configuration of the platform easy and accessible. Organizations have the flexibility to add agents and adjust self-service and routing rules.



INTEGRATION CAPABILITIES

The platform supports third-party application integration, including CRM and ERP systems. An administration API set and two-way client side integration capabilities reduce integration cost and complexity.



A SOLUTION OPTION FOR EVERY CONTACT CENTER.

With EarthBend360 Ascend Contact Center, organizations enjoy all the benefits of an advanced premises-based contact center technology platform delivered via a convenient, reliable and affordable cloud-based service. We make Ascend Contact Center easy to purchase, with affordably priced solution bundles designed to meet the unique contact center requirements of any business.

STANDARD	ADVANCED	PREMIUM
<ul style="list-style-type: none">> ACD functionality (skills-based routing and queueing)> In/outbound voice only> Call recording> Supervisor capabilities (silent, whisper and barge monitoring)> Reporting	<ul style="list-style-type: none">> Includes all Standard package features> Omni-channel (callback routing, chat and email)> Third-party software integration> Screen pop (silent, whisper and barge monitoring)> Screen recording	<ul style="list-style-type: none">> Includes all Standard and Advanced package features> Outbound automated dialer (manual, preview, predictive and progressive)> Social media (SMS/text messaging, Facebook, Twitter)

THE BENEFITS YOU WANT IN AN ALL-IN-ONE CLOUD PLATFORM.

Businesses of any size can optimize contact center performance, reduce total cost of ownership and successfully migrate from legacy premises-based systems to the cloud. Key benefits of EarthBend360 Ascend Contact Center include:

- **Ease of Use:** An intuitive browser-based interface gets agents and supervisors quickly up to speed and working productively.
- **Location Independence:** Agents can login from anywhere, whether they're in the office, on the road, or working from home.
- **Flexibility:** Contact centers can easily adapt to changes in their business, adding agents and features simply and quickly.
- **Cost Control:** Customers eliminate capital expenditures and reduce IT overhead costs.
- **Fast Deployment:** Contact centers can be up and running much faster and easier than with premises-based systems.
- **Peace of Mind:** The contact center technology and infrastructure is maintained by experts, so organizations can stay focused on their core business activities.





LEVERAGE THE BENEFITS OF CLOUD-BASED COMMUNICATIONS.

MINIMIZE COSTS, REDUCE COMPLEXITY AND GAIN THE FLEXIBILITY TO OPTIMIZE YOUR BUSINESS OPERATIONS AS NEEDED.

A growing number of businesses are finding that traditional premises-based phone systems can no longer serve their communication needs. These legacy phone systems are hard to manage, difficult to keep up-to-date and can ultimately cost businesses a lot of money. For many organizations, now may be the right time to make the transition to a cloud-based phone system.

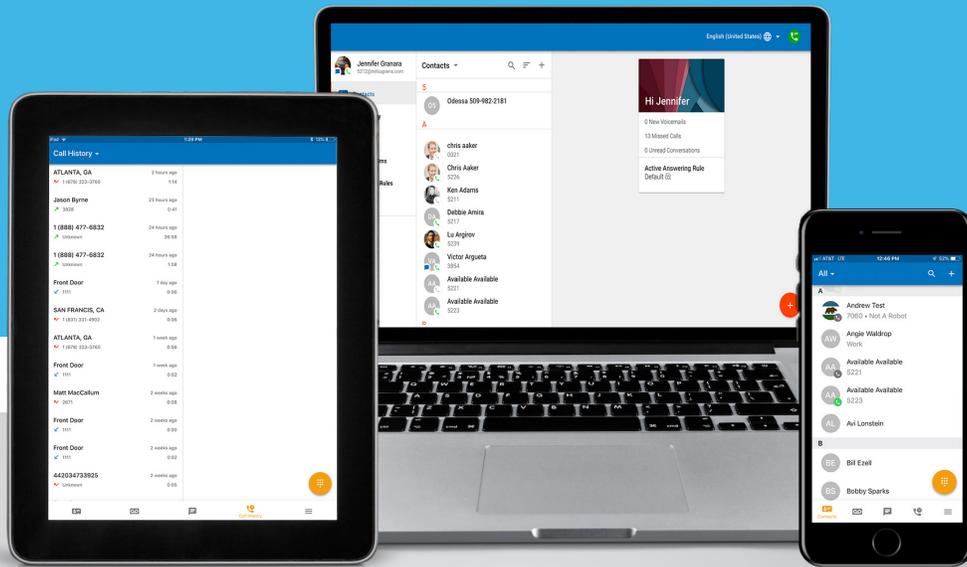
By leveraging the cloud, you can enjoy access to all of the common feature functionality found with a premises-based phone system, along with the added benefits and advantages of next-generation mobility, advanced security, unlimited and on-demand scalability and sophisticated integration capabilities.

With no upfront capital expenditures and improved overall reliability and continuity, a cloud-based or virtual PBX system has become the perfect fit for organizations of all types and sizes.

A cloud-based phone system offers many important advantages to your business, including:

- **Lower System, Capital & Maintenance Costs:** A virtual PBX system doesn't require a large up-front capital investment to purchase servers or other expensive hardware. Plus, ongoing maintenance costs are built into the monthly subscription fee.
- **Flex Communication Resources On Demand:** A cloud-based solution enables quick scaling in response to your business needs. Simply purchase the number of licenses you need for as long as you need them.
- **Big-Business Capabilities on a Small-Business Budget:** With a cloud system, you can easily add sophisticated communications capabilities that might otherwise be cost-prohibitive.
- **Flexible & Accessible Business Communications:** Since the technology is hosted in the cloud, your remote and mobile workers can access and use the phone system from anywhere.
- **Focus on Core Business Needs:** You should be focused on your primary business activities, not phone system management. With a cloud phone system, you can concentrate on achieving business goals with the support of cutting-edge communication tools.
- **Ensure Business Communications Continuity:** A cloud PBX helps to ensure uninterrupted communications, since services are hosted off-site in secure and redundant data centers.





MAKING COMMUNICATIONS EASY, PRODUCTIVE AND AFFORDABLE.

EARTHBEND360 ASCEND UC DELIVERS ENTERPRISE-CLASS FEATURE FUNCTIONALITY TO ANY SIZE BUSINESS.

Keeping employees connected from wherever they happen to be working is critical to achieving business goals. Too many disparate collaboration apps combined with a mobile and dispersed workforce can create fragmented communication experiences, resulting in poor teamwork, broken processes and slow responses to customers. We make business communications simple, productive and affordable with our cloud-based unified communications as a service (UCaaS) solutions. With the EarthBend360 Ascend UC platform, you can empower your staff to talk, message and meet with anyone, from anywhere and on any device.



CALLING

Enrich relationships using high-quality HD voice and video from any device or conference room.



MESSAGING

The best way to move business forward is to communicate quickly and concisely with one-to-one and group chat.



MEETING

Improve workplace collaboration and make meetings engaging with HD video, voice, messaging and screen sharing.



MOBILITY

With UC tools that work on iOS and Android smartphones and tablets, workers can call, message and meet while they are on the go.



INTEGRATION

Unite with other market-leading business applications to retrieve relevant emails and files, enabling team members to spend less time searching and more time being productive.



SELECT A SERVICE PLAN TO MEET YOUR UNIQUE BUSINESS NEEDS.

The cloud-based architecture of our EarthBend360 Ascend UC platform supports high quality, high-definition voice audio with built-in business continuity solutions. Our feature-rich unified communications and collaboration applications ensure anywhere, anytime connectivity. We offer multiple service plan and pricing options to meet the unique requirements of your business.

STANDARD

- > Unlimited Local and Long Distance
- > Auto Attendant
- > Call Forwarding, Call Waiting and 3-Way Calling
- > N-Way Calling
- > Ring/Hunt Groups
- > Incoming and Outgoing Calling Plan
- > Fax Messaging

ADVANCED

- > Includes all Standard package features, plus:
- > Desktop User Portal (includes personalized call handling and management, IM)
- > Voice Messaging
- > Voicemail to Email
- > Hot Desking
- > Account/Authorization Codes
- > Music On Hold
- > Group Night Forwarding
- > Softphone

PREMIUM

- > Includes all Standard and Advanced package features, plus:
- > Mobile App for iOS and Android
- > Team Collaboration (audio, video and screen sharing)
- > Single Number Reach
- > SMS/Text Messaging (send and receive text messages via Softphone)

STAY CONNECTED WITH HIGH-QUALITY IP BUSINESS PHONES DESIGNED FOR ANY USE CASE.

EarthBend360 offers a wide variety of market-leading Polycom and Yealink business IP phones. Our full range of endpoint options support an optimal business communications experience. This includes powerful entry-level desk phones for knowledge workers, executive phones with more robust feature-functionality and advanced conference phones.



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