EARTHBEND360
ASCEND CONTACT CENTER

EARTHBEND **360**

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
CLOUD

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 obsolence. 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

> ACD functionality (skills-based routing and queueing)
> In/outbound voice only
> Call recording
> Supervisor capabilities (silent, whisper and barge monitoring)
> Reporting

ADVANCED

> Includes all Standard package features
> Omni-channel (callback routing, chat and email)
> Third-party software integration
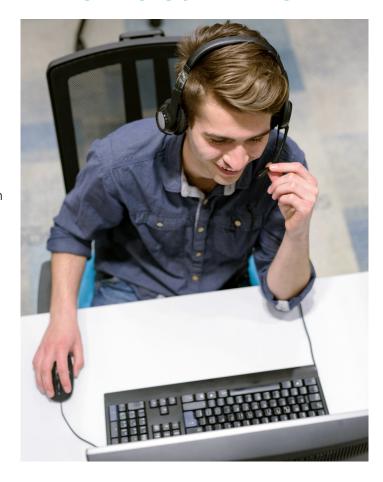> Screen pop (silent, whisper and barge monitoring)
> Screen recording

PREMIUM

> 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.

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