



Cloud Contact Center Solutions

High-Volume Call Center Management

CCaaS Overview

RingSquared™ cloud-based contact center solutions allow you to enhance your customer service experience by combining a robust suite of features with carrier-grade reliability, scalability, and 24/7 support.

Key Capabilities

1 High-Level Overviews

See all agent activity, track call volume, monitor customer satisfaction & more.

2 Live Monitor, Whisper & Barge-In

Monitor & assist agents and customer interactions in real-time.

3 Call Recording

Review call recordings at any time to ensure quality standards are being met.

4 Customized Reporting & Analytics

Actionable insights with in-depth reports and analytics.

5 Multi-Office & Remote Support

CCaaS easily connects multiple offices & remote workers into one system.

6 Automated Call Backs

Eliminate the need to wait in line by allowing callers to request a call back.

7 Inbound Voice Queues

Multiple simultaneous call queues to meet your business needs.

8 Intelligent Skill-Based Routing

Navigate caller needs & efficiently direct them to the agent with the right skill set.

9 Compatible with any Phone System

Compatible with your current phone system.

10 24/7 RingSquared Support

Our expert team is here for your business 24/7 with offices across the country.

Standard

- ✓ Real-Time Dashboards
- ✓ Agent & Queue Reports
- ✓ Agent License & Admin Portal
- ✓ Inbound/Outbound Voice Queues
- ✓ Skill-Based Routing
- ✓ Dialed Number Routing
- ✓ Advanced Automatic Call Distribution (ACD)

Professional

Includes all features from standard +

- ✓ Call Recording
- ✓ Agent Screen Recording
- ✓ Queued Voicemail & Call Back Requests
- ✓ Advanced Interactive Voice Response (IVR)
- ✓ CRM Connector
- ✓ Click-to-Dial in Salesforce

Enterprise

Includes all features from professional +

- ✓ Agent Scheduling Tool
- ✓ Agent-Scripting Templates
- ✓ Evaluator Template & QA Features
- ✓ Surveys
- ✓ Chat Queues & Features
- ✓ Email Queues & Features
- ✓ SMS Queues & Features
- ✓ Dynamic Notifications
- ✓ Satellite Queues

Contact Us.

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