



## A best in class product for **best in market results.**

Get to know the Telax Cloud Contact Center Solution and discover how we can help elevate your contact center to a high-performing and fiscally-astute strategic asset that delivers results.

### OVERALL PRODUCT HIGHLIGHTS

- Powerful, customizable platform with advanced feature set
- Robust security features for more piece of mind
- Easy scalability at planned & unplanned call volume
- Easy-implement disaster recovery plans for all situations
- Outcome-focused routing for top-notch customer interactions
- Access to real-time customer insights from every interaction
- Integration with common billing systems for enhanced experience

# The Telax Solution: Highlights & Summaries

Our robust platform ensures that you get the contact center features your business needs.



## DATA CENTER FEATURE HIGHLIGHTS

- 24/7 network monitoring
- Geographical survivability
- Automatic software updates
- On-demand Scalability
- Certified PCI DSS 3.0 SSAE 16



## QUEUE FEATURES SUMMARY

- Inbound voice queues
- Outbound & blended voice queues
- Automated call-back & click-to-call
- Email, chat, SMS, social media queues
- Automated threshold SMS/ email alerts



## CALL CENTER GROUP FEATURES SUMMARY

- Multi-skill routing
- CRM Integration (CTI)
- Agent call-flow scripting
- IVR integration for self service



## QUALITY MANAGEMENT SUMMARY

- Call recording (with agent notes)
- Screen recording with playback
- Live monitor, whisper, barge-in
- Agent & web chat logs
- Agent coaching & evaluation



## WORKFORCE MANAGEMENT SUMMARY

- Forecasting & scheduling
- Schedule optimization
- Vacation automation & shift-trade portal
- Real-time adherence view & reporting



## REPORTING & ANALYTICS SUMMARY

- Real-time stat display & bulletin board
- Real-time graphical dashboard
- Custom agent activities
- Custom multi-level dispositions
- Detailed call & agent statistics
- Scheduled reports
- Customized contact center reports



# Trust the Telax advantage.

The Telax Cloud Contact Center Solution is designed to improve contact center operations by reducing IT reliance, streamlining workflow processes, simplifying training, and affecting better decisions through robust analytics. When you trust the Telax solution, your business can benefit from everything you read here and so much more.

## COST EFFICIENCIES

**COST SAVINGS:** In contrast to comparable hardware solutions, Telax's Cloud Contact Center solution could **save you up to 45% of your contact center operating budget** over the first three years.

**NO UP-FRONT INVESTMENT:** Our no-contract monthly fee structure, and zero need for dated equipment makes on-boarding our solution a low-risk, high-gain opportunity.

**ON-DEMAND SCALABILITY:** Easily increase or decrease agent seats depending on your business needs. A no-contract fee structure means you only pay for what you use.

**AUTOMATIC SOFTWARE UPDATE:** Our software is set to update automatically at no cost to you. That means you regularly get the latest features and functionality without breaking the bank on upgrades.

**EASY DEPLOYMENT:** Unlike traditional on-premise systems, your Telax Cloud Contact Center can be up and running within days, not months. And with no need for bulky on-site equipment, your transition to the cloud is seamless.

## UN-SURPASSED RELIABILITY

**SERVICE PROVIDER INTEGRATION:** Our unique partnership with your Service Provider means that your Telax Cloud Contact Center Solution is integrated directly within your Service Provider's network; providing you with increased reliability, and faster more accurate resolve times.

**GEOGRAPHICAL SURVIVABILITY:** Geographically dispersed throughout North America, our data centers provide **maximum disaster preparedness**. Operating 24/7, our data centers provide support to any connectivity and application needs.

**24/7 NETWORK MONITORING:** Our dedicated team ensures industry-leading standards for security, availability and reliability. Our network monitoring is operational 24 hrs a day, 7 days a week, and 365 days a year to ensure 100% availability.



*"We're committed to maintaining industry-leading service standards and to choosing the greenest ways to run our business. Using the Telax solution for our customer service teams allows us to achieve both."*

Denise Austin, President & CEO, **ecobee**

## OPERATION EFFICIENCIES

**INBOUND VOICE QUEUES:** Guide your customers to the right agent every time. With inbound voice queues, you can set up multiple call queues simultaneously to meet your business needs.

**MULTI-SKILL ROUTING:** Multi-Skill Routing navigates through the callers in queue and efficiently directs them to the agent with the right skill set to help them. The system makes sure that all calls are always routed to the best available agents with highest proficiency.

**WHISPER & BARGE-IN:** Improve customer experience with whisper and barge-in features. With whisper and barge-in features, you will be able to assist your agents and improve customer service quality.

**AGENT & WEB CHAT:** Our chat feature will allow your agents and supervisors to communicate with each other without putting callers on hold, resulting in a faster and more efficient call resolution. Plus supervisors will have the ability to broadcast important updates to multiple agents simultaneously.

## MONITOR, MEASURE, IMPROVE

**CALL RECORDING (WITH AGENT NOTES):** Your agents and managers can review any call anytime to ensure that they are following your company's quality standards.

**LIVE MONITOR:** Monitor live agents and customer interactions from anywhere. Live Monitor lets you see the real-time status of your call center agents, queues, IVRs, and more.

**ROBUST REPORTING:** We give you access to hundreds of reports and the ability to create your own custom reports. This means you can learn from past customer interactions, predict future customer behavior, and create stronger action plans to keep you moving towards your goals.



*"The reporting functionality, features, and usability differentiate this solution from anything currently available."* Warren Reayburn, VP of Operations, **Line Systems Inc.**

# A little bit about us.

Telax is the only contact center solutions provider that partners with your Service Provider to become an extension of their service offerings. That means you get the top-quality contact center and expertise your business needs, integrated seamlessly into your existing operations.

TELAX's integrated Service Provider network means easier adoption, increased reliability, and faster, more accurate resolve times. All this, and a host of other incredible features, makes the Telax solution your ideal choice for success.

**BOOK YOUR DEMO TODAY**  
1.888.80.TELAX | [info@telax.com](mailto:info@telax.com)



*"Telax's solution has been a great addition to our Help Desk! The application is easy to manage, and we receive all our calls without issue."*

**Michael Smith, Help Desk Manager, Ureach Technologies**

## For businesses with unique needs, we send in the **A-Team**

Today's contact centers are under pressure to contribute significantly to top-line revenue and bottom-line profit. The Telax A-team works hand-in-hand with business customers to ensure that their contact center fully realizes all of its goals.

**Contact your Telax representative to learn more about the A-Team.**



Contact us today at 1.888.80.TELAX  
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