

CONTACT CENTER SOLUTIONS

Transform your customer experience with Conterra's all-in-one Cloud Contact Center Solutions.

Solutions That Fit Your Business



Small to Medium Enterprises (SMEs)

Improve efficiency and elevate customer experiences.



Large Corporations

Manage high volumes of customer interactions seamlessly.



Customer-Centric Organizations

Boost personalization and drive customer loyalty.

See full list of features on the reverse side.

89%

of customers stay loyal with strong omnichannel engagement.

[invespcro.com](https://www.invespcro.com)

The way businesses connect with customers has evolved. Customers now expect seamless interactions across channels – calls, texts, social media – while remote and hybrid work add complexity. The result? Long hold times, frustrated customers, rising costs, and mounting stress on employees. Conterra's Contact Center Solutions cut through the chaos to boost engagement and productivity.

What can you do with a better contact center communication solution?

Stay Competitive

- Get smarter insights. Analytics help to make better decisions, faster.
- Be future-ready. Have flexibility that scales without hassles as your business grows.
- Keep IT cost-efficient. See fewer capital investments and less technical demands.

Enhance Customer Experience

- Deliver seamless experiences. Stay in sync with customers across voice, email, social media, and chat – from one unified platform.
- Minimize hold time. Route customers to the right agent quickly and resolve issues faster.
- Respond faster. Advanced tools reduce frustration and keep customers coming back.

Boost Productivity

- Keep agents on track. Workforce scheduling and real-time dashboards mean no wasted time.
- Streamline interactions. Intuitive tools like IVR Studio make life easier for your team.
- Tailor to your team. Customize workflows and enable productive hybrid positions.

We focus on you so you can focus on what you do best – growing your business.

Get started. Call **877-365-6701** or visit www.conterra.com

GET CONTACT CENTER SOLUTIONS TAILORED TO YOUR NEEDS

Choose the package that works for you.

Get the features that matter to your customers and team members.

GOLD PACKAGE

Essential Features for Effective Communication

- ✓ **IVR Studio (Advanced):** Craft intuitive voice response systems that guide customers effortlessly.
- ✓ **Professional Services:** Leverage our expertise to optimize your contact center setup.
- ✓ **Call Recording:** Ensure quality assurance and compliance with comprehensive call recording capabilities.
- ✓ **CRM Integrations:** Seamlessly connect with your existing CRM for enhanced agent efficiency.
- ✓ **Call Monitoring:** Supervise calls in real-time to maintain service quality.
- ✓ **Real-Time Dashboard:** Access key performance indicators at a glance.
- ✓ **Omni-Channel Support:** Engage customers through voice, SMS, and email for a cohesive experience.

PLATINUM PACKAGE

Adds Additional Features to the Gold Package

- ✓ **Customized Reports:** Tailor reports to meet your specific business needs, providing deeper insights.
- ✓ **Dynamic Notifications:** Keep your team informed with real-time alerts on customer interactions.
- ✓ **Preferred Agent Routing:** Direct calls to the most suitable agents based on expertise and availability.
- ✓ **Transcription and Analysis:** Convert calls into text for easier review and analysis.
- ✓ **Workforce Scheduling:** Optimize staffing with intelligent scheduling tools.
- ✓ **Expanded Omni-Channel Support:** Connect with customers via voice, email, SMS, social media, and web chat for a truly integrated experience.

Turn insight into action.

Both packages include reporting and analytics tools to provide you with a comprehensive view of your contact center's performance. Track key metrics such as call volume, response times, and customer satisfaction score. Make informed decisions, identify trends, and continuously improve your service delivery. Transform your business.

Call **877-365-6701** or visit www.conterra.com to get started today.