

Why Choose Blue Panda Communications

Blue Panda Communications has created an intelligent Contact Center platform developed to address a growing need for unified customer communications. Understanding the limitations of traditional Call Center solutions, Blue Panda developed a user-friendly, yet comprehensive communication platform designed to meet the agent collaboration needs of today's Contact Centers, while addressing the multi-channel requirements of technology savvy customers. This easy-to-use unified approach has redefined customer service, support, and success for companies around the globe.

A Uniquely Innovative Approach

The days of traditional phone only contact center solutions are quickly disappearing as the myriad of devices and applications redefine how people communicate. Today's customers demand real-time service on their terms. Customer service organizations must also evolve to meet the needs of their consumers. To accommodate the changing landscape, Call Centers are forced to work with multiple vendors, coordinate a medley of single source solutions, and try and integrate all of that into a workable training curriculum. An approach that needlessly burdens IT, and extends the training time and productivity progress of new customer representatives and agents.

Blue Panda's CoreInteract solution was developed to meet the needs of today's technology savvy consumers delivering an innovative and streamlined approach to customer communications. A platform designed to make it easy and accessible for everyone. The cloud-based contact center solution integrates voice, chat, video, and social capabilities into one single, powerful, easy-to-use interface. Whether you're a customer or a customer agent, this tool allows for a seamless journey while capturing key details to expedite the service flow.



Flexible

Integrated omni-channel solution, including social integration.



Manageable

Configure all inbound and outbound communications into one feed.



Easy to Deploy

Bring new agents on with the click of a button.



Intuitive

User-friendly interface greatly diminishes training time.



Fully Scalable

Solution grows with you.



Affordable

No minimum user requirement or long-term contract necessary.

Why Blue Panda Makes Sense for Your Organization

Easy Authentication

Deploys quickly and easily. Easy authentication with AzureAD or Office 365 credentials.

Easy Access from Social Channels

Multi-channel accessibility. First contact center platform optimized for inbound/outbound social media.

Great for tracking and Training

Skills based routing, queuing, compliance and recording.

Visual Workflow Builder

Simple workflow editing: Allows customer to visually build and edit simple or complex communications workflows for all types of communications and scripts.

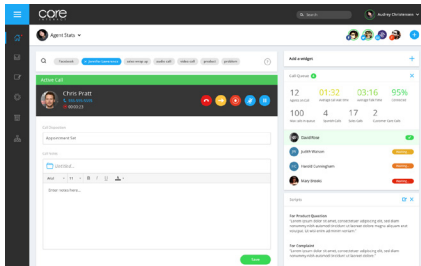
Single Comprehensive Portal

Intelligent communication distribution and tracking. Maximize agent efficiency & training while streamlining customer support and success.

Mobile Compatibility

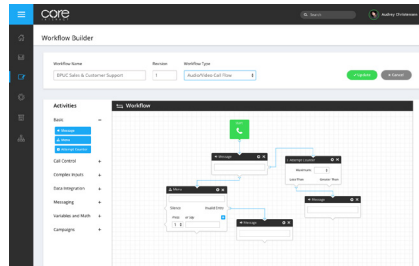
Easy accessibility from multiple devices. Customers engage in which-ever way is most convenient for them.

A Simple, Intuitive and Powerful Interface



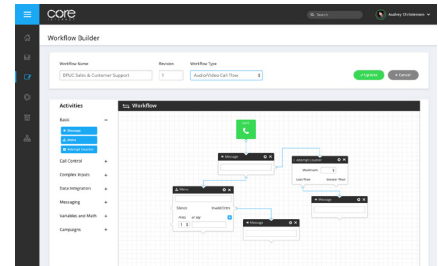
Active Call

Streamline the process. All inbound communications,(text, email, and social media) can be put into a single feed for agent distribution.



Dashboards & Widgets

Customize your view. A flexible dashboard with easily activated widgets allows customers to easily build a customizable interface.



Update Skills

Easy to use. Reduces training time and expense due to high user acceptance and adoption.

Blue Panda Communications is making it easy for any organization to deliver world class customer service. With the click of a button agents have the important information at their fingertips, easily accessing customer communication streams, and quickly meeting the needs of today's on-demand customers. Call Blue Panda Communications today for more information.



For all sales questions email us at sales@bluepandauc.com or call 844.325.4600.
For all other inquiries or more information on Blue Panda: info@bluepandauc.com.