Cloud Contact Pro

Optimize customer experience with modular cloud contact center solution for small to midsized companies.

Cloud Contact Pro is feature-rich and a highly scalable solution that comes complete with CRM integration, dynamic agent scripting, and multiple predictive dialing modes. Its IVR capability, open API integrations, budget-friendly, and flexible concurrent user licensing delivers significant cost savings for 24/7 contact centers. These features make Cloud Contact Pro ideal for small to midsized companies.

Cloud Contact Pro - Features	Included as Standard	Optional Extra
Inbound Voice	X	
Inbound Email	X	
Inbound Web Chat	X	
Outbound Voice	X	
Outbound SMS*	X	
Outbound – Predictive Dialing / Progressive Dialing / Preview Dialing	X	
Blended Queue	X	
Blended Agent	X	
Skills-based Routing	X	
Priority Call Routing	X	
Geo Routing	X	
Time of Day Routing	X	
Graphical Contact Flow Editor	X	
Real-time Call Flow Editor	X	
Word-spotting Routing for Email, Web Chat	X	

Cloud Contact Pro - Features	Included as Standard	Optional Extra
Contact Flow Editor (map out best possible customer journey)	X	
Screen Pop	X	
Interactive Voice Response (IVR)	X	
Voicemail	X	
Blacklist	X	
Dynamic Agent Scripting **	X	
Caller ID Override/CLI Presentation	X	
Holiday Hours	X	
Group / Teams	X	
Queue Estimated Wait Time	X	
Abandoned Queue Call Back	X	
Virtual Queuing	X	
Web Call Back	X	
Predictive Dialing	X	
Progressive Dialing	X	
Preview Dialing	X	
Campaign Management	X	
Recorded Prompts	X	
Text-to-speech Prompts	X	
Hold Music	X	
Agent Desktop	X	
Agent Queues	X	
Whisper / Barge / Monitor	X	
Real-time Monitoring	X	

Cloud Contact Pro - Features	Included as Standard	Optional Extra
Historical Reporting	X	
Graphical Reporting	X	
Scheduled Reporting	X	
IVR Waypoint Reporting	X	
Dashboards	X	
Recorded Call Scoring***	X	
IVR Customer Surveys	X	
Salesforce Integration	X	
Agent Quality Management***		X
Wallboards	X	
External Web Services Connection	X	
Workforce Management Options		X
Disaster Recovery	X	
Licensing Model	Concurrent User	
International Availability	X	
24/7/365 Support	X	

* SMS availability UK only
**Dynamic Agent Scripting: Primary language support is English. However, other languages can be supported via their character set
*** Requires Cloud Recording

Improve User Experience & Customer Experience

- Intrado is a global UCaaS partner focused on the needs of enterprise clients since 1999. With a vendor neutral, holistic approach to technology, Intrado helps businesses navigate today's complex communications landscape so they can communicate and collaborate more effectively.

- Intrado holds the highest partner ratings from both Cisco and Microsoft and can demonstrate multiple, industry-leading global deployments in highly complex, high demand environments. We also maintain partnerships with other leading UCaaS solution providers, allowing our clients to leverage the right solutions for their specific needs.

- Our services are architected and supported to provide the highest levels of performance with the backing of the industry's most experienced and technically qualified team. And because we take a holistic, vendor-neutral approach to technology, we can help you integrate new and existing solutions within a single technology framework, driving efficiencies and stabilizing expenditure.

About Intrado

Intrado develops innovative, cloud-based technology to make it easier, more effective and efficient to deliver connections that count in this increasingly complex world. Our solutions connect people with each other and the information needed to gain insights for better decisions on the issues that matter most.

Intrado has sales and/or operations in the United States, Canada, Europe, the Middle East, Asia Pacific, Latin America and South America. Intrado is controlled by affiliates of certain funds managed by Apollo Global Management, LLC. For more information, please call 1-800-841-9000 or visit www.intrado.com

Intrado
Information to Insight