



# Cloud Contact Pro

## Modular cloud essentials for small-to-midsize contact centers

Intrado offers the core features necessary for any contact center, delivered with a modular, Microsoft-first experience designed for smaller contact centers, regardless of company size.

### Customer Experience

Blend channels and use skill-based routing to empower agents to deliver your CX vision via phone, chat or email.

### Unified Communication

A natural addition to your telephony infrastructure, simplify your business with a single provider for voice, collaboration and contact center.

### Microsoft + Intrado

Natively run on Microsoft Azure, enjoy fast, reliable service from a well-known brand plus 24/7 support and professional services from Intrado.

### Rapid Deployment

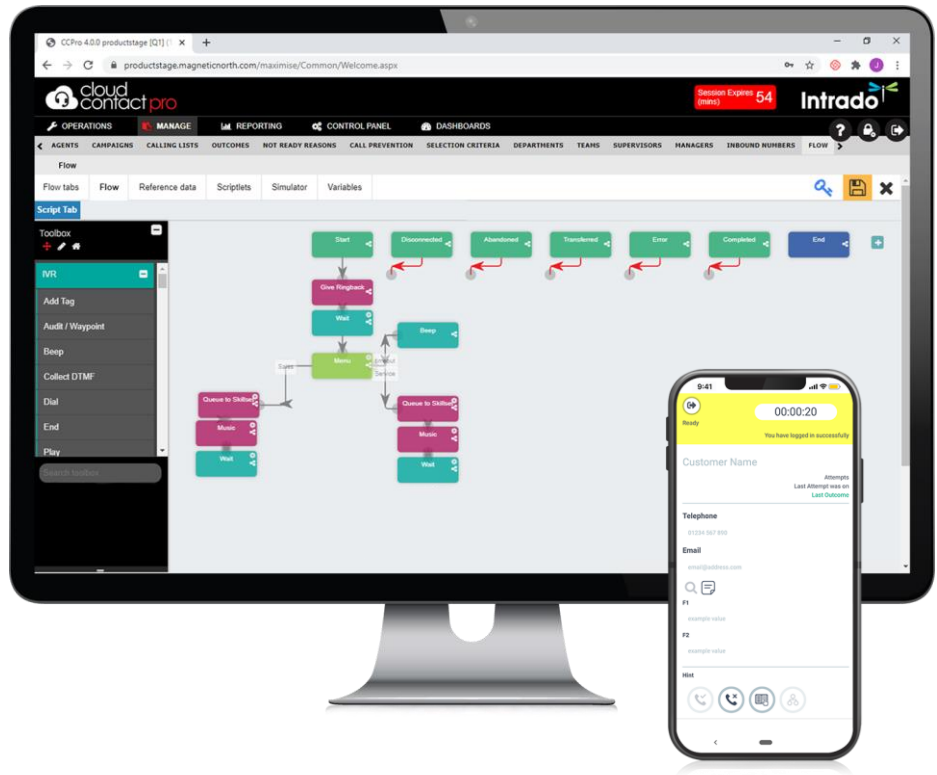
Deploy in weeks to support new business demands or replace end-of-life technology, whereas more complicated CCaaS solutions take months to deploy.

### Right Features, Right Cost

Stop paying for features you don't use. But unlike with other low-cost solutions, keep the same 24/7, personalized customer support from Intrado.

### Self-Managed

Modify campaigns and contact flows with a simple, intuitive, self-service interface that puts control in the hands of contact center managers.



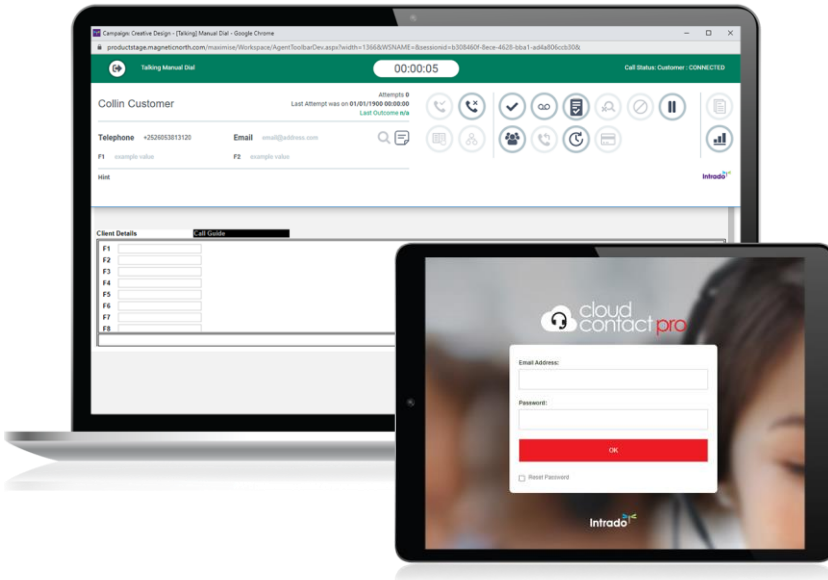
- Gold Messaging
- Gold Communications
- Gold Collaboration and Content
- Gold Datacenter
- Gold Cloud Productivity



- Gold Windows and Devices
- Silver Small and Midmarket Cloud Solutions
- Silver Cloud Platform

## Information to Insight

# Cloud Contact Pro: Add-Ons & Features



- Inbound and Outbound
  - Voice, Email, and Chat
  - Predictive, Progressive and Preview Dialing
  - Touchtone IVR Built-In
  - Text-to-Speech
  - Surveys
  - Automated Campaigns
  - Any CRM Integration
  - Skill-Based Routing
  - Screen Pop
  - Drag-and-Drop Contact Flows
  - Compliance Support
  - Remote Agent Support
  - Campaign Management
  - Workforce Optimization (Monet or Calabrio)
  - Real-Time Analytics
  - On-Demand Scalability
  - Concurrent Licensing
  - Flexible Licensing
  - 24/7/365 Support
- + Add-On Intrado's **Holly IVR** and **Dynamic 911** for Advanced Self-Service and Emergency Routing Services

# Cloud Recording: Voice, Email and Chat Insights

Our responsive recording solution comes standard with Cloud Contact Pro.

Cloud Recording archives agent calls, emails and chats. Plus, it includes scoring, grading and reporting, and it's accessible on any type of device.

- + Fully included. No add-ons or fees.

