STRATOSPHERE NETWORKS

REACH NEW HEIGHTS WITH CONTACT CENTER AS A SERVICE (CCaaS)

The contact center is one of the most important parts of any company facilitating communication between the organization and its customers. At a time when businesses increasingly compete based on customer experience (CX), it's vital to ensure that this essential department that maintains your connections with clients operates as smoothly as possible. Advanced contact center software delivered via the cloud – known as Contact Center as a Service (CCaaS) – can provide you with all the tools and capabilities you need to deliver an exceptional CX.

HIPAA COMPLIANT

98% CUSTOMER SATISFACTION

600+ HOURS OF COMMUNITY SERVICE

$80,000+ IN CONTRIBUTIONS & DONATIONS

99% CLIENT RETENTION RATE

5X BEST PLACES TO WORK IN CHICAGO
CRAIN'S

4X STEVIE BRONZE WINNER
IT DEPARTMENT OF THE YEAR

WHY MOVE YOUR CONTACT CENTER TO THE CLOUD?

As new technologies like the Internet of Things and mobile devices continue to influence consumers' expectations for customer service, it makes sense that a growing number of companies are switching from on-premise to cloud-based contact center solutions. A global survey released last year by IDC found that nearly half of mid-sized contact centers around the world had already implemented cloud-based solutions, and more than 70 percent of organizations leveraging cloud-based apps in contact centers saw improved CX as a result.

Here are just some of the main benefits leading businesses to favor CCaaS over traditional on-site options.

Reliability and reduced downtime

On-site contact center solutions will likely become unavailable when disaster strikes your business. However, a cloud-based solution that isn't hosted at your location will stay up and running. Most CCaaS providers guarantee uptime as high as 99.99 percent.

Mobility

With mobile applications, you can access cloud-based contact center software from any device. That means agents can connect with clients from anywhere, as long as they have an internet connection.

"Most CCaaS providers guarantee uptime as high as **99.99%**"

Cost containment

Compared to on-premise contact center products, CCaaS solutions typically come at a much lower cost, due to no upfront investments, reduced downtime and less hardware use, among other factors.

Flexibility

CCaaS solutions can scale quickly and easily to match demand and keep pace with growing companies.

Contact us at: 877-599-3999 or sales@stratnet.com for more information.

COMMON CCaaS FEATURES TO GIVE YOUR BUSINESS A BOOST

Analytics and performance measurement

Many CCaaS platforms have advanced reporting abilities to help you monitor and improve contact center performance.

On-screen access to caller/customer info

Cloud-based contact center software can give agents the context they need to deliver the best possible service and resolve issues rapidly.

Omni-channel integration

Agents can connect with clients via their preferred channel, such as live chat, email, social media, or texting, in addition to voice.

Skills-based routing

Intelligent contact center software can speed up resolution times by directing client inquiries to the agent most qualified to address them.

CRM and UCaaS integration

Leading CCaaS platforms commonly integrate with UCaaS solutions, as well as applications like Salesforce, Microsoft Dynamics and Zendesk.

White glove service

The suppliers in our network often offer comprehensive implementation and support services.

Regular updates to keep pace with evolving technologies

It can be a challenge to keep an on-premise contact center solution in sync with other forms of technology that change constantly. For instance, if your CRM updates, you might need to upgrade your contact center solution to maintain integration. Cloud-based contact center software updates regularly, so staying in step with the technological rate of change is easy.

Security and compliance offering

CCaaS suppliers often offer advanced security features and compliance services for companies that need to comply with HIPAA and/or other regulations.

Workforce Management (WFM) and Workforce Optimization (WFO)

Tools to analyze customer interactions and drive efficiency through accurate forecasting and scheduling to help agents feel engaged and empowered.

LET OUR TRUSTED ADVISORS FIND THE RIGHT CCaaS SOLUTION FOR YOUR COMPANY

At Stratosphere Networks, we have a team of senior trusted advisors who have extensive experience working with various cloud offerings in our partner network, including CCaaS solutions. Let us do the shopping around for you and leverage our expert insights and analysis. It'll save you dozens of hours and a considerable amount of money you would need to invest seeking out suppliers and considering products on your own.

Our advisors can vet and demo multiple platforms to help you find the CCaaS solution that best meets your unique business needs. Here are just some of the reasons why our current clients swear by our advisory services:

No charges for our trusted advisor services

Our team gets a commission from the supplier you select.

Guaranteed price parity

This means it won't cost you any more to purchase the solutions through us than it would if you went directly to the supplier. Essentially, the supplier pays us a commission instead of paying their direct sales person a salary and commission, which allows the supplier to have price parity to you, the client.

100 percent objective assessment

All of our partners/suppliers pay us approximately the same rate, so we have no reason to favor any of them more than the others.

Exclusive access to advanced, cutting edge IT solutions

Some suppliers don't have a direct salesforce, so you can only purchase their products through reseller partners like us.

Valuable tech knowledge

We make our solution assessments based on more than 15 years of experience in the IT industry, as well as reports that go beyond what even Gartner can provide, with extensive analysis of industry trends based on actual market data.

Access to customer demo labs

Access to multiple CCaaS suppliers for side-by-side live demos and trials. Comparing these systems at the same time will save time while giving you confidence in your decisions.

CONTACT A TRUSTED ADVISOR TODAY

Take the first step toward delivering your best ever CX today. Contact our expert consulting team to learn more about CCaaS options. Contact us today:

Sales@StratNet.com

877-599-3999

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