



Stack8
UNIFIED COMMUNICATIONS SOLUTIONS

HOSTED & CLOUD SERVICES

Hosted Contact Center

A comprehensive Cisco-based Hosted Cloud Contact Center solution enables your customers to seamlessly connect and collaborate with your agents and team members.



Are You Getting The Most From Your Contact Center?

Customer experience has emerged as the key competitive differentiator for contact centers worldwide—making customer interactions the number one opportunity for increased business.

In fact, as contact centers begin providing excellent customer service more consistently, they're realizing more opportunities to up-sell and cross-sell additional products and services, opportunities to enhance brand, acquire marketshare, and increase profitable revenue.



Why Hosted Contact Center

Many organizations continue to struggle with customer experience—whether it be consolidating multiple software products, integrating different customer data over multiple systems, or even creating self-service options that could streamline a customer's interaction.

Stack8's Hosted Contact Center solution—all built on Cisco's highly robust Unified Contact Center Express (CCX) platform—delivers a connected digital experience, enabling contextual, continuous, and capability-rich journeys for your customers, across time and channels.





Easy to Deploy And Even Easier To See Results

Our easy-to-deploy and easy-to-use solution supports hundreds of agents and is designed to offer a multitude of agent and desktop services that can scale from mid-market all the way through to the largest, most demanding environments.

More so, our secure platform is built for high availability—supporting powerful agent-based services along with fully integrated self-service applications, including Automatic Call Distributor (ACD), Interactive Voice Response (IVR), Computer Telephony Integration (CTI), and digital channels including email and chat, and customer experience management tools.



The Right Agent For The Right Customer Every Time

Stack8's Hosted Contact Center helps deliver each of your contacts to the right agent the first time.

In fact, our right-agent-for-the-right-customer methodology is fully enabled through sophisticated business rules for inbound and outbound voice, email, web chat, and customer interaction management. And we pride ourselves on delivering valuable business insights, such as measuring first contact resolution (FCR) across channels, and more—all to provide the most complete picture of who a customer is and how to meet their needs.



Increase End-user Adoption

One of the biggest reasons that end-user support is fundamental for contact centers is that technology changes are often big and require immediate ramp-up time.

With proper training through our User Solution Empowerment (USE) Adoption Services, we expose your agents to the functioning contact center platform or new application before going live, and show them how to execute best practices. Getting practice before going live helps agents become proficient more quickly, and can reduce their handling time below what it was before using the new solution.



Propel Business to New Heights

▶ Enhance Agent & Supervisor Experience

An intuitive contact center agent and supervisor desktop supports API for customization and centralization of daily tools and applications for a single workspace application.

▶ Increase insight on customer experience

Gather feedback from customers with post-call IVR, email, and web intercept surveys. Provides actionable insights for supervisors on agent performance and areas in need of improvement.

▶ Create Seamless omnichannel interactions

Engage with customers on a variety of channels from a single intuitive contact center agent desktop that includes inbound voice, outbound voice, outbound IVR, and digital channels.

▶ Simplify licensing

Provide a flexible and agile approach that streamlines the management of the customer's software licenses across the enterprise with a complete and easy-to-use portal.