INTERMEDIA®

Intermedia® Contact Center

Tap into the $33 billion* cloud contact center market with a solution designed for greater partner profitability and better customer interactions for businesses of all sizes.

Customizable call flows and exceptional QA features help ensure more efficient interactions	Voice, chat, and e-mail queues combine into a single omni-channel experience	Real-time customer insights speed agent-customer interactions	Dynamic notifications extend reach while respecting audience preferences	Deep historical reporting helps drive improved future interactions

Intermedia Contact Center is tailor-made for partners to easily sell, install, and support. With the features and functionality to improve customer interactions for businesses of all sizes, Intermedia Contact Center adds yet another highly-attractive, revenue-generating cloud solution to your portfolio.

With Intermedia Contact Center, you can differentiate from the competition where it matters most – the customer experience. Contact Center enables businesses to:

- Support multi-site contact centers and remote agents

- Centralize management from one portal, accessible anywhere, any time

- Keep an eye on service levels, and analyze team performance by queue, team, or agent with real-time dashboards and historical reports

- Easily manage customizable agent skillsets and statuses

- Centralize the handling of web chat, email, and SMS in a single application with our omnichannel capabilities

- Enhance audience engagement with outbound dialing and advanced outreach campaign capabilities

- Send out post-call surveys to measure satisfaction

- Quickly and easily integrate with CRM and WFM systems

- And much more...

INTERMEDIA CONTACT CENTER BENEFITS FOR PARTNERS

Sell Intermedia Contact Center as a standalone or as part of a larger package of Intermedia cloud business applications. No matter the package(s) you choose to sell, we support you every step of the way:

Focus on Partners

Our 360º approach to partner success empowers partners of all types to sell, install, and support Intermedia Call Center. A dedicated partner concierge desk, specialized product education and marketing materials, and J.D. Power-certified technical support are just a few of the ways we help our partners realize greater success.

Higher Margins – Up to 50% or More

Our Reseller partnership model enables YOU to own the customer relationship: you control branding, billing, and pricing... and set your own margins with no ceiling. No long-term contracts and month-to-month billing means you set your own terms for your business – we even handle the taxes for you.

SELL INTO ALL VERTICAL AND MARKET SEGMENTS

Education

- Scalability and flexibility to adapt for seasonal volumes
- Voice blasts or SMS notifications for emergencies

Healthcare

- Efficient call triage and routing
- Appointment reminder and patient engagement
- Inclusion of specialists, nurses, etc. in call flows

Retail and Services

- Include retail outlets in centralized IVRs and reports using a phone number only
- Secure-payment IVR solutions
- Outbound voice, email or SMS campaigns for sales promotions

Finance and Insurance

- Meet cost reduction objectives
- Outbound capabilities for collections
- Advanced self-serve IVR capabilities

Hospitality

- Advanced outbound reservation confirmations and delivery update notifications
- Include individual locations / outlets in centralized IVRs and reports using a phone number only

Public Sector

- Meet cost reduction objectives
- Centralized contact center infrastructure for full reporting visibility
- Self-serve capabilities

INTERMEDIA CONTACT CENTER CUSTOMER BENEFITS

INSPIRING INTERACTIONS
Total customizability in call flow ensures callers reach the right agents at the right time, while exceptional QA features deliver greater results.

Skillsets
Skills-based routing means the agent most suitable to take the inquiry is reached.

Callbacks
After a period of time, queued callers can request a callback and the next available agent will get their request. The system will wait to ensure the agent is ready before dialing – meaning better-prepared agents and interactions.

Preferred Agent Routing
Your customers can assign a certain agent to act as "point" on complex cases; with Preferred Agent Routing, calls and chats will be routed to an agent of their choosing.

Dashboards and Live Monitoring
Our dashboards help your customers monitor the platform in real-time, including wait times, service levels, and much more. Live monitoring lets them tune into specific interactions - and even take control as needed.

CUSTOMER-CENTRIC CHANNELS
Intermedia Contact Center rolls up voice, chat, and e-mail queues into a single, streamlined omni-channel experience.

Queues & Contact Center Agent
With Intermedia Contact Center, your customers can forget the idea of a "queue" being only for voice calls. Powered by Intermedia's Contact Center Agent software (CCA), voice, chat, and e-mail interactions are all seamlessly integrated.

INCREASED INTERACTIVITY
Build auto-attendants that perform any number of tasks, from common to complex. Extend the capabilities even further with custom API integration!

Auto-Attendant Studio
Intermedia Contact Center puts amazing power at your customers' fingertips via an intuitive drag-and-drop visual interface. They can easily create custom auto-attendants and deploy advanced functions like variables, conditional logic, and much more. Plus, custom API integration delivers even greater functionality.

IN-DEPTH INSIGHTS
Real-time insights get agents into context quickly, helping to deliver more informed responses that shorten times to resolution. Plus, deep historical reporting helps improve future interactions.

Customer Journey
The Customer Journey feature shows agents, right in their CCA view, the recent touchpoints for a given caller so they're up to date on where the story stands, and how they can more immediately and effectively address the situation.

Custom Reports
Your customers can choose from hundreds of pre-built reports on call distribution, service level adherence, unanswered calls, post-call surveys, and so much more. Our product specialists can also develop custom reports to best meet the unique needs of your customers.

OUTSTANDING OUTREACH
Intermedia Contact Center can be a profound force for customer outreach - empowering agents with tools such as dynamic notifications.

Dynamic Notifications
Turn your customers' contact center into an outreach powerhouse. From simple appointment reminders to multi-channel marketing campaigns, dynamic notifications dramatically extends a company's reach while still respecting audience preferences.

THREE WAYS TO SELL INTERMEDIA CONTACT CENTER

Intermedia makes it easy to address the contact center needs of all your customers, no matter their size or business requirements. We offer our partners 3 plans to choose from, with the flexibility to pick and choose on a case-by-case basis.

Factors	CONTACT CENTER **EXPRESS**	CONTACT CENTER **PRO**	CONTACT CENTER **ELITE**
CC License Type	Named Agents	Concurrent Seats*	Concurrent Seats*
UC Bundling Sold with Unite	Sold with Unite ONLY	Sold with Unite OR Standalone	Sold with Unite OR Standalone
Admin Portal	✔	✔	✔
Supervisor App	✔	✔	✔
Real-Time Agent Status	✔	✔	✔
Inbound Voice Channel Queues	✔	✔	✔
Automatic Call Distribution (ACD)	✔	✔	✔
Position in Queue & Estimated Wait Time Messages	✔	✔	✔
Supervisor functions (Monitor, Whisper, Barge-in)	✔	✔	✔
Real-Time, Historical & Graphical Reports	✔	✔	✔
Real-Time Dashboards	✔	✔	✔
Call Recording	✔	✔	✔
Pre-Built Integrations (Dynamics, Salesforce, Zendesk, Slack)[1]	✔	✔	✔
Agent Desktop & Web Application	X	✔	✔
Scheduled & Custom Reports	X	✔	✔
Customizable IVR	X	✔	✔
Skill-Based Routing	X	✔	✔
Geo-Routing	X	✔	✔
Advanced Rules-based Routing (Last agent, Preferred agent etc.)	X	✔	✔
Custom Agent Status	X	✔	✔
Real-Time Customizable Threshold Alerts	X	✔	✔
Queued Callback & Queued Voicemail	X	✔	✔
Emergency Queue Bulletins	X	✔	✔

Post-Call Surveys	X	✔	✔
Text-to-Speech	X	✔	✔
Call Scripting	X	✔	✔
Outbound Voice & Blended Channel Queues	X	✔	✔
Outbound Dialer (Scheduled Power Dialing)	X	✔	✔
Elastic Demand Support[2]	X	✔	✔
Chat Channel Queues	X	Add-on (+$)	✔
Email Channel Queues	X	Add-on (+$)	✔
SMS Channel Queues	X	Add-on (+$)	✔
Dynamic Notification (Voice, E-mail & SMS)[3]	X	Add-on (+$)	✔
Schedule Manager	X	Add-on (+$)	✔
Evaluator (QA Templates & Scoring)	X	Add-on (+$)	✔
Screen Recording	X	Add-on (+$)	✔
Custom CRM Integration	X	Prof. Services (+$)	Prof. Services (+$)
Custom WFM Integration	X	X	Prof. Services (+$)
Custom IVR Integrations & Selfservice applications (DB Data Dips, Intelligent Routing, Payment IVRs etc.)	X	X	Prof. Services (+$)
Speech Recognition Integration	X	X	✔
NRC (One-time setup)	N/A	$79.99	$139.99

CONTACT CENTER CONCURRENT SEAT USAGE			
Inbound Domestic (Contact Center Usage)	N/A (As per Unite bucket)	6,000 mins/month per concurrent seat; $0.01990 overage	6,000 mins/month per concurrent seat; $0.01990 overage
Outbound Domestic (Contact Center Usage/Dialer)	N/A (As per Unite bucket)		
Toll-free Inbound/Outbound	As per toll-free bucket/per minute	As per toll-free bucket/per minute	As per toll-free bucket/per minute

* Number of users signed-in

1. For Express, includes ALL available Unite Integrations. For Advanced & Elite, includes SFDC Classic, Lightning (no click to call), Dynamics, Zendesk & Slack integrations

2. CC Bursting limited to 50% of subscribed seat capacity. Billing will be for peak concurrent sign-ons during period- no min. usage duration and be reflected on next bill cycle. "Burst & release" model - billing in advance for next period reflects subscribed seat count (not previous period's peak). Does not apply to Unite named user services.

3. Desired channels add-ons (Email & SMS) - sold separately

Contact us to learn more:
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