

Enable superior customer experiences, and heightened performance levels for customer care, sales, and service teams.

A simple, yet sophisticated suite of call handling and routing features combined with seamless integration into mainstream CRM applications.\* Designed to deliver consistently positive customer experiences and to empower your customer care, sales, and service teams.

**FEATURE HIGHLIGHTS INCLUDE:**

- Supervisor call controls
- Call Queuing
- Analytics & Reporting

**BETTER CUSTOMER ENGAGEMENTS**

**Built for Small Businesses, or for Small Teams**

An inbound contact center solution for businesses of all sizes, combining call handling and routing features, with seamless integration into mainstream CRM applications.\* Requires no CAPEX or training costs; low monthly per user cost.

**Improve customer satisfaction**

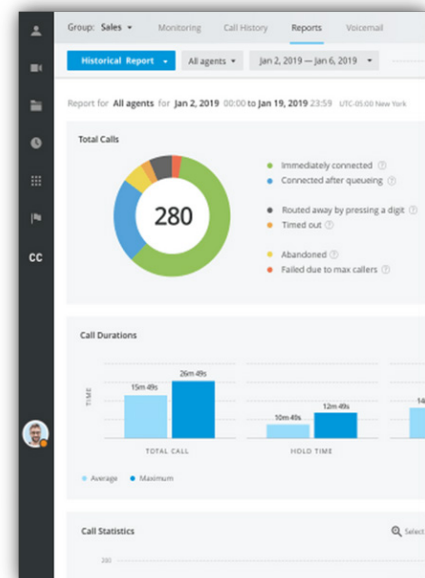
Smart queuing technology lets customers know how long they'll have to wait for an agent and where they are in line. Supervisors simply use their Desktop App to listen in, coach, or join ongoing calls to assist agents get quicker customer resolutions.

**Increase Employee Productivity**

Advanced call analytics help businesses visualize performance gaps and eliminate roadblocks to superior service within the call center.

**Easy to Use & Quick Deployment**

Contact Center Express users can be deployed in minutes, not days, weeks, or months. Agents and supervisors are up and running quickly. Controls are Integrated right into the Intermedia Unite Desktop App.



**Integrates with your existing applications**

Contact Center Express functionality integrates with many of the customer management solutions and business application software that you and your customers use every day.

The addition of Contact Center Express requires an active subscription to Intermedia Unite for each agent and manager.

## CONTACT CENTER EXPRESS FOR UNITE INCLUDES:

### FOR CONTACT CENTER AGENTS

- Built right into Intermedia Unite, delivering a single pane of glass for all your customer interactions

### FOR CONTACT CENTER CALLERS

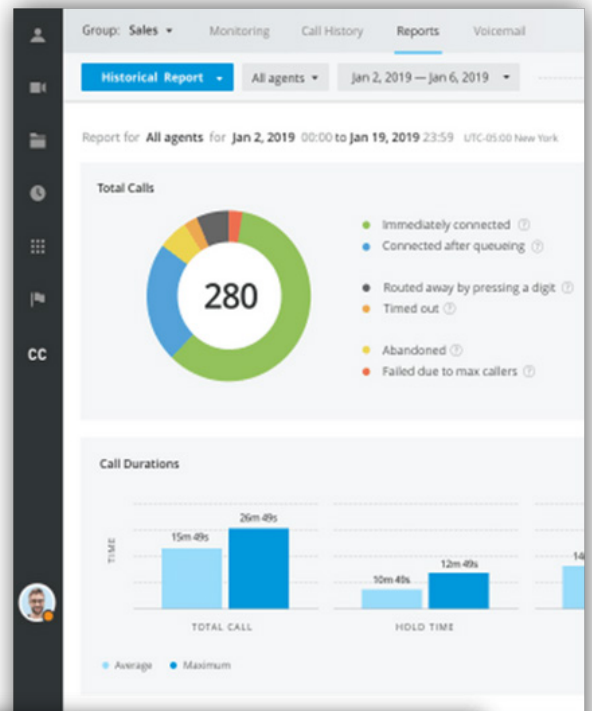
- Smart Greetings (announces # of callers in queue, estimated waiting time)
- Automatically connects callers to the next available agent when all agents are busy with calls
- Routes calls to organized departments such as sales, customer service, or technical support

### FOR CONTACT CENTER SUPERVISORS

- Enhanced supervisor calling abilities: monitor, whisper, and barge
- Real-time Dashboards
- Supervisor Reporting:
  - Real-Time Reports
  - Historical Reporting
  - Graphical Reports

### FOR CONTACT CENTER ADMINISTRATORS

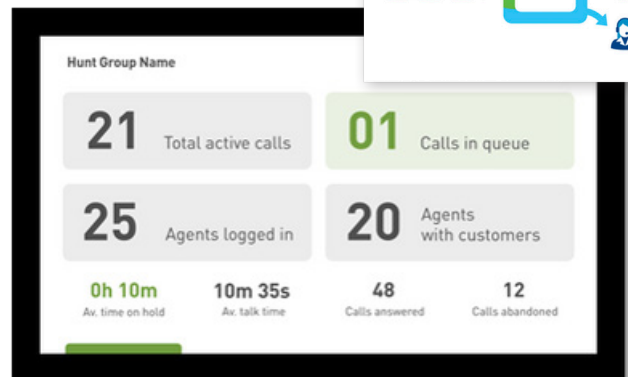
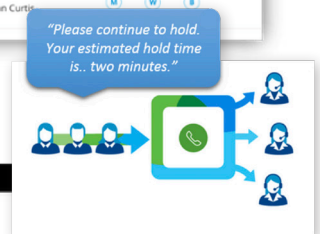
- Real-time calling statistics dashboard for desktop or wallboard display.
- Doubles the call recording storage that comes with Unite (From 400MB to 800MB).
- Pre-built integrations



Group: Sales | Monitoring | Call History | Reports | Voicemail

Active Calls (9) | Agents (8)

Caller	Start time	Duration	Agent
+1 381 221 3879 Adriana Aranzovsky	2:56 PM	Talk time 12m 39s	Brandon Camper
+1 381 221 3879 Caller ID	2:59 PM	Talk time 12m 49s	Simonne Laroux
+1 381 221 3879 Caller ID	3:59 PM	Talk time 9m 1s	Harris Leon
+1 381 221 3879 Caller ID	4:21 PM	Talk time 8m 39s	Ian Curtis



J.D. Power 2018 Certified Assisted Technical Program, developed in conjunction with TSIA. Based on successful completion of an audit and exceeding a customer satisfaction benchmark for assisted support operations. For more information, visit [www.jdpower.com](http://www.jdpower.com) or [www.tsia.com](http://www.tsia.com). Intermedia Unite, SecuriSync, VoIP Scout, AnyMeeting and HostPilot are either trademarks or registered trademarks of Intermedia.net, Inc. in the United States and/or other countries.

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