Contact Center

Every channel. One connected team.

Key Features

Omnichannel Engagement
Voice, SMS, WebChat, email and Facebook in one unified view.

AI-Driven Insights
Transcription, summarization, sentiment and topic detection.

Intelligent Routing
Skills-based routing, callbacks and SMS keyword responder.

Call quality assurance
Call recording, silent monitoring, coaching and post-call surveys.

Real-Time Dashboards
Customizable agent and queue dashboards with custom reporting.

CRM + App Integrations
Salesforce, HubSpot, Microsoft Teams and WFM connectors.

Enterprise Security + Uptime
SSO, 2FA and redundant high-availability architecture.

Recommended phone

or bring your own

T74W | IP Phone

$180

- 4.3-inch color display
- Wi-Fi 6 + Bluetooth 5.0
- 16 SIP accounts
- Gigabit PoE + USB 2.0