

Contact Center

Features for Your Business

Prepare Your Business for the Demands of the Modern 21st Century

You cannot decide how customers will choose to contact your business, but you can decide how to ensure you service them in the most profitable way for your company. NUSO's Contact Center gives you a full suite of powerful tools that deliver a professional, streamlined experience - without unnecessary complexity or cost. NUSO's Contact Center integrates into business applications and uses existing data to enhance profitability and improve customer experience.



ANALYTICS & REPORTING

Visual dashboards display important data, providing insights to improve business performance. Run reports for both historical and real-time performance using our pre-made templates or customize your own.



CHAT

Quickly respond to your customers in real-time by integrating chat applications into your business web applications. It is simple with NUSO.



CALL RECORDING

Ensure your team represents your business the way you want. Call Recording is one of many features that enhance your business. Optional PCI Compliance and Encryption available.



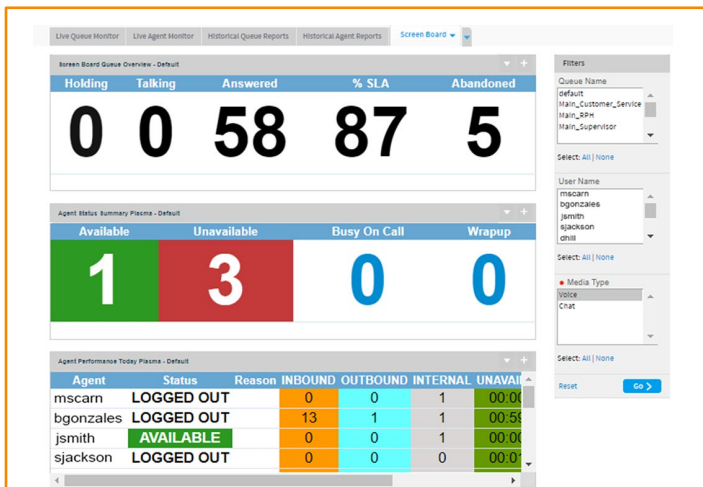
MOBILITY

Business does not only take place in the office. NUSO's platform functions on PC, laptop, tablet, and smartphones, allowing for a more flexible or remote workforce.

Connect with Your Customers on Their Terms

No matter how your customers choose to contact you, NUSO's Contact Center allows you to deliver a unified and highly personalized experience that builds your brand and customer loyalty. Manage all of your contacts - for email, chat, SMS, IM, and social media - the same way you manage your inbound and outbound voice interactions.

- Auto Attendant & Interactive Voice Response
- Call Recording with PCI Compliance
- Real-time & Historical Reporting/Analytics
- Intelligent Call Routing
- Agent Portal
- Live Wallboards



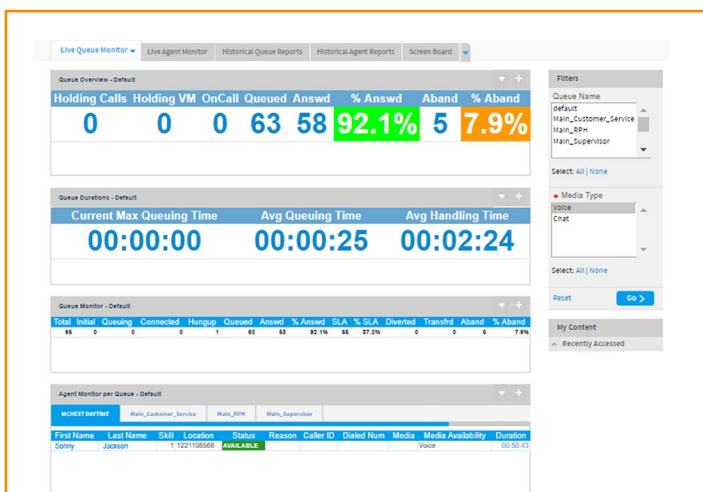
SCREEN BOARD

Focus on the metrics with a quick glance by personalizing your Screen Board.



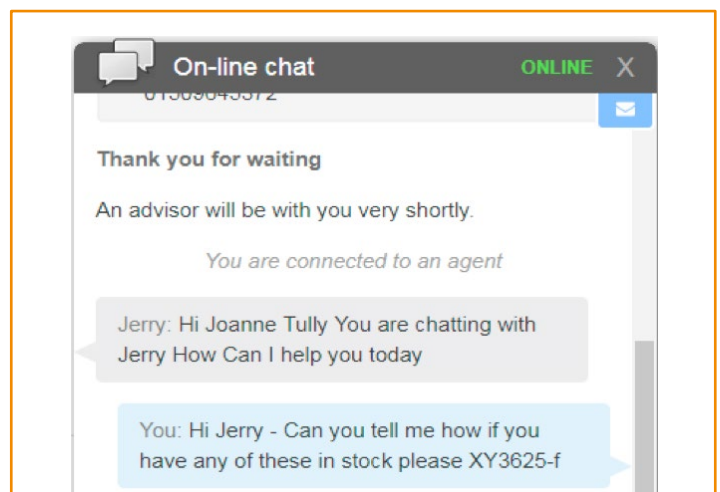
REPORTS & ANALYTICS

Slice and dice the data using NUSO's performance analytics, or create your own reports.



QUEUE MONITOR

Keep track of important data that drives your business.



CHAT QUEUING

Get questions answered quickly so you close more business.