



# Harness the Flexibility, Reliability and Cost Savings

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Contact Center as a Service

# Contact Center as a Service

Accommodate your customer's communication medium of choice and changing demand patterns with highly secure, proven, cloud-based technology—designed, delivered and managed by the expert Windstream Enterprise Contact Center team.

## Service. Scalability. Security.

Leverage the cloud to enable agility, growth and flexibility for your enterprise contact center. A cloud-based contact center eliminates the need for a large upfront investment and enables a pay-as-you-go model that can expand or contract as your needs change.

Perform with the flexibility to activate and deactivate licenses as demand changes from season to season, to support specific

campaigns or as business fluctuates. Windstream Enterprise expertly manages the Contact Center as a Service (CCaaS) platform to keep it current and secure and to control the introduction of new applications in a proof-of-concept environment, allowing you to test and trial new applications.

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### Improve customer interaction

Your customers expect to be able to interact with you in the manner they prefer. Enterprises that can't deliver a satisfactory contact center experience risk losing customers and revenue. Windstream Enterprise CCaaS can help ensure that:

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Customers have the choice to interact with you using their preferred method.

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Technology remains current.

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You have the flexibility to meet changing customer contact patterns.

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You gain a competitive edge with a responsive contact center.

### Meet decreasing technology budgets

Enterprises are managing IT budgets more tightly than ever. By eliminating the need to purchase a premises-based contact center solution, Windstream Enterprise CCaaS can free up capital and resources to enable tighter IT alignment with key business strategies.

Because CCaaS is a managed service, hosted in the cloud, you can avoid costs related to:

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Staff, platform and project management

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Electricity and HVAC for an on-premises telephony platform

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Hardware maintenance and software upgrades

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Providing your own 24x7 support

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Delays in going to market

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## Unparalleled expertise. Strong partnerships.

Windstream Enterprise CCaaS is a robust, enterprise-class solution that leverages the long and deep relationships Windstream Enterprise has cultivated with Avaya® and Mitel® — two of the leaders in the contact center market.

The Windstream Enterprise implementation team has installed thousands of contact center systems over the years and currently supports tens of thousands of contact center seats. As contact center technology moves to the cloud, our years of experience as a systems integrator give us a unique edge in terms of designing and managing your solution.

Our team will go through an extensive discovery process to understand your unique contact center needs, and based on that, will determine the best solution for your organization, support you throughout implementation and provide ongoing management. The Windstream Enterprise Contact Center team will earn your trust through the discovery and implementation process, providing ongoing support as technology and your needs evolve.

## Critical applications performance

With Windstream Enterprise CCaaS, moving your contact center solution to the cloud doesn't mean sacrificing reliability but, instead, can actually enhance it. Windstream Enterprise maintains the upgrades, modifications and product roadmap to keep the CCaaS platform running with a 99.99% uptime.

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Enhance your disaster recovery capability by putting CCaaS in a protected data center environment.

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The Windstream Enterprise CCaaS offering is supported 24x7 by the highly secure Windstream Enterprise network operations center.

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As both a network connectivity and cloud service provider, Windstream Enterprise can provide on-demand scalability, handling both your bandwidth and contact center capacity needs, coordinating any changes needed and providing a single point of contact.

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Using Windstream Enterprise MPLS service for network connectivity to CCaaS, you gain better Quality of Service (QoS) and security than is possible over the Internet.

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Migrating to CCaaS is a logical element of a broader move to cloud-based voice and Unified Communications. Windstream Enterprise CCaaS is integrated with our Unified Communications as a Service (UCaaS) offering, which also keeps your technology current, minimizes investment and enhances customer service flexibility.

# Gain a competitive edge by choosing Contact Center as a Service from Windstream Enterprise.



## Boost productivity

**Analytics:** Quickly integrate and analyze interactions across multiple channels, providing data for more informed business decisions.

**Business Continuity:** CCaaS is hosted in a protected data center environment, an environment that offers geo-redundancy.

**Intelligent Call Routing:** Automatically directs customers to the most appropriate agent, enhancing the customer experience.

**Less Burden On Staff:** Free up IT resources to focus on core enterprise initiatives.

**Optional Add-ons:** Enhance productivity with Work Force.



## Improve efficiency and security

**Customizability:** Windstream Enterprise CCaaS can be customized by our certified, highly knowledgeable contact center practice members to meet your organization's individual needs.

**Scalability:** Adjust bandwidth and contact center capacity on demand through Windstream Enterprise, a single point of contact.

**Protection:** Windstream Enterprise MPLS service provides highly secure and reliable network connectivity.

**Reliability:** The Windstream Enterprise network operations center provides 24x7 support and data center availability of 99.99%.

**Flexibility:** Let customers contact you in the manner they prefer—phone, email, chat, etc.

**Expandability:** CCaaS can be expanded in the future to accommodate other business units and departments on a standardized platform.



## Save time and money

**Centralized Contact Center:** Recruit agents from geographically dispersed areas and support work-at-home options; minimize costs for multilocation businesses.

**Technology Updates:** Keep current without investing internal time and resources.

**Reduced Costs:** Areas of potential savings include staffing, platform and project management costs; electricity and HVAC; hardware maintenance and software upgrades; data center costs; 24x7 support and faster time to market.

### About Windstream Enterprise

Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today's most complex networking and communication challenges.

To learn more about CCaaS, visit [windstreamenterprise.com](http://windstreamenterprise.com)

WINDSTREAM  
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CONNECT. TRANSFORM. ELEVATE.

# Packet Fusion

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Connecting the Dots to the Cloud