



CoreNexa

Contact Center Essentials

Because every Business should have a way to deliver extraordinary Customer Experiences

With CC Essentials, agents and managers can more effectively address incoming voice calls, giving customers the outstanding experience, they deserve.

What Is It?

CoreNexa Contact Center Essentials is a streamlined, voice-only version of our award-winning CoreNexa Contact Center solution. Unlike its predecessor, Essentials offers a lower barrier to entry because you have no need for Professional Services, yet it still delivers high-value customer engagement, elevates the customer experience, and maximizes efficiency with every interaction.

What It Does: For Agents, Managers & Customers

With CC Essentials' easy to use interface and call queues, Managers are set up for success with a wide range of built-in standard reporting and features such as monitoring, coaching and real-time dashboards. Customers' needs are resolved more swiftly, and First Call Resolution (FCR) rates are considerably easier to achieve. Businesses become more profitable by reducing operating costs and generating more revenue from satisfied customers.

Features You Need & Flexibility to Change at Any Time

CC Essentials has all the call distribution, recording and automation tools needed to make customer interactions delightful from beginning to end with no contract terms.

Supercharge Efficiency & Productivity for Small (to Not-so-Small) Businesses

Advanced Call Distribution (aka Automatic Call Distribution)

Ensure every incoming call makes it to the right place every time for fewer transfers & less time sitting on hold

Drag-and-Drop Agent Configuration

Assign agents to queues and customize the agent desktop experience with intuitive drag-and-drop tools

Reporting

Preloaded standard reporting options so managers stay alert and aware of their teams' performance and incoming call volume

Unlimited Call Recordings

Easily review interactions for quality management and training purposes; available for playback and download up to 30 days after the call

Key Features at a Glance

What's Included with a CoreNexa CC Essentials Seat

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|---------------------------|--|---|
| › Concurrent Seat License | › Auto Attendants- 50 max | › Call Monitoring & Coaching (Listen, Whisper, Barge, Take) |
| › Built-in softphone | › Dispositions and Tally Codes | › DND Reason Codes |
| › Three Voice Paths | › Pre-loaded standard reports with subscriptions | › Caller History Display to Agent |
| › Queues- 50 max | › Call Recording | › Live View Dashboards and Charts |

Learn More

Ready to take customer engagement to extraordinary levels? It's simple with CC Essentials. Contact us for help adding this high-value, low-cost solution to your business.