



# CoreNexa Contact Center Essentials

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

*“Contact Center allows us to say yes to just about every customer. It’s adaptable, and I’ve gotten a lot of opportunities because of it.”*

- Jeff R., CoreDial Partner

## 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

<b>Advanced Call Distribution</b> (aka Automatic Call Distribution) Ensure every incoming call makes it to the right place every time for fewer transfers & less time sitting on hold.	<b>Reporting</b> Preloaded standard reporting options so managers stay alert and aware of their teams’ performance and incoming call volume.
<b>Drag-and-Drop Agent Configuration</b> Assign agents to queues and customize the agent desktop experience with intuitive drag-and-drop tools.	<b>Unlimited Call Recordings</b> 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

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

## Learn More

Ready to help your customers take customer engagement to extraordinary levels? It’s simple with CC Essentials. Contact your PSA for help with offering Contact Center or to learn how to identify and win new Contact Center deals.