

CONTACT CENTER AS A SERVICE

Empower customer interactions with our omni-channel cloud platform

Maximize visibility across channels, accelerate workflows, and deliver an exceptional customer experience with our contact center as a service (CCaaS) solution.

Manage customer interactions across all channels using a single pane of glass solution

Traditional customer service involved fragmented experiences that made it difficult for customers to connect with agents, find relevant information, or effectively use the services they were paying for.

CCaaS solves these problems through an omni-channel approach that is more accessible, provides better visibility, and gives customers direct access to the support they need—when they need it.

Our solution helps you create exceptional customer experiences through a powerful set of back-office tools that improve internal processes through automation and useful integrations with the platforms your company relies on.

HIGHLIGHTS



Easy Integration With Your Business Process Tools



OMNI-Channel Customer Engagement



Integrated CCaaS and UCaaS Solution



Single Provider and Support Team for Both CCaaS and UCaaS Solution



Business Process Automation

G12
communications

Optimize your customer experience with a cloud-based solution that does it all. Book a demo with G12 Communications today.

Drive customer engagement with access to the right tools

Improve customer interactions

G12 Communications CCaaS ties in customer interactions, knowledge, and processes to create a unified experience for your customers.

Easily integrates with your core platforms

Our CCaaS solution is compatible with the most popular B2B and B2C CRM solutions on the market, including Microsoft Dynamics, Salesforce, HubSpot, ZenDesk, Zoho CRM, and many more.

Business process automation

Enables your organization to automate workflows across the contact center, back office, and any part of your business so agents can focus on high-value interactions.

Scale as you grow

Stay in control of your costs with predictable pricing. The CCaaS model features a flexible pay-per-user model that adapts to your needs.

Create exceptional customer experiences

Boost sales and improve customer satisfaction rates. Focus on your customers with features that allow you to personalize every aspect of your interactions.

Use automation to improve employee productivity

Advanced bots and virtual agents, actionable insights, and automation of manual processes keep your employees engaged in meaningful tasks.

Minimize ongoing costs

Reduce overhead expenses while improving efficiency wherever possible. Instantly cater to higher demand with our flexible pricing model.

All-around support

Drive engagement and see results with ongoing support from our developers, consultants, and support staff. Our help desk is available 24/7/365.

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