CCS

CONTACT CENTER SPECIALISTS

We deliver high-quality solutions and back them with world-class support

UNBIASED EXPERTISE, ALWAYS ON YOUR SIDE

Our engineers, systems administrators and account managers draw from two decades of experience supporting contact centers and solving their toughest tech challenges. As industry veterans, there isn't a problem that we haven't seen which is why our customers leverage our team for advice beyond the tech.

INDUSTRY VETERANS

The CCS support team is home to some of the top call center industry professionals in the business. Members of our team have experience in everything from running daily ops at call centers, to running and maintaining a carrier-grade network. If your business depends on your up-time this is the team that you want on your side.

PREMIUM SIP TRUNKING

With the CCS carrier network your business will see increased flexibility, cost savings, reliability and speed! CCS is a trusted carrier in the call center industry and can offer you a completely integrated carrier solution for your existing systems and platforms.
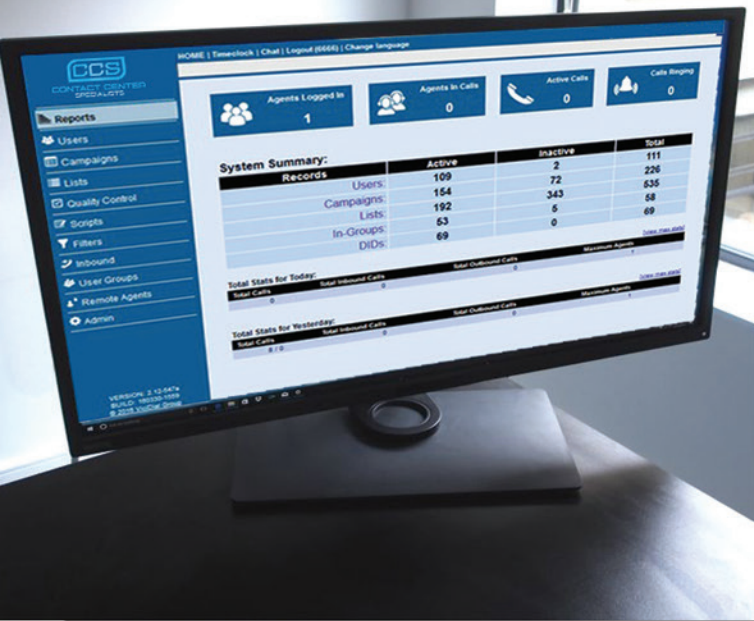
CCS is a fully licensed carrier that owns our own network. This means that we have full control over the performance of our systems.

Multiple data centers located across the country provide an unmatched 99.999% service uptime and the fastest connections anywhere in the US or Canada.

EASY PAYMENTS

Don't spend hours interpreting your bill and building detailed capacity plans. Transparent, usage-based billing keeps you informed and lets you closely track voice trends.

TOP RATED SUPPORT

Our professional services team of engineers are available to customize a solution to the precise needs of your business. Services like custom CRM integrations, API Integrations, Custom Reporting, International SIP Trunks, and more – our team is up for the challenge.

HOSTED CONTACT CENTER SOFTWARE

INCREASE CONVERSIONS

Leverage some of the world's top VICIDial experts and increase your call center performance like never before. Focus on the business and forget about the technology with the Hosted Contact Center by CCS. See your call center margins begin to grow with higher contact rates, increased call quality, and 99.999% average uptime. Our all-in-one system comes standard with the capacity, functionality and analytics required to optimize your marketing efforts.

NO LONG BUILD OUTS!

Get your contact center up and running fast! We know that when running a sales call center, time is money. The less time you have to worry about training a new agent or dealing with IT issues the more time you have to focus on the business.

We offer a turn-key cloud-based solution with no premise-based hardware to buy or maintain. Run every feature in your contact center without any downloads, directly from a web browser.

Uptime means profitability for sales call centers, which is why each CCS Hosted Contact Center is built to be a best-in-class mission-critical solution. Stop losing sleep over your system problems and make the change!

CCS
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SPECIALISTS

SIMPLE SETUP

Get your CSR's up and running in under 30 minutes with a system that's easy to learn.

- ✓ No Hardware
- ✓ Zero Downloads
- ✓ 30 Min. Training
- ✓ Built-In Softphone

EASY REPORTING

Pre-loaded with the core features that every call center needs to track their business.

- ✓ Call Dispositions
- ✓ Pause Code Tracking
- ✓ Call Tracking
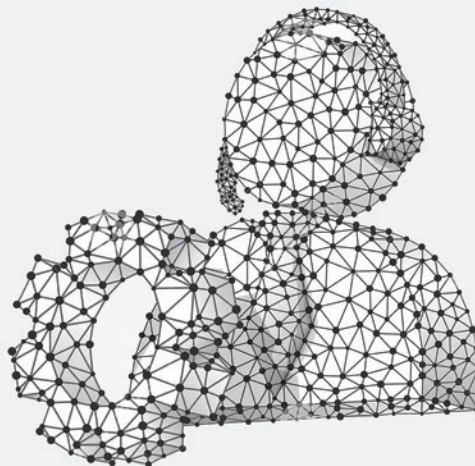- ✓ Agent Lead Search

OUTBOUND

Increase the performance of your existing campaigns with our built in tools and settings.

- ✓ Campaign Callbacks
- ✓ Alternate Number Dialing
- ✓ Voicemail Detection
- ✓ Area Code Caller ID

BUILT-IN QUALITY ASSURANCE TOOLS

Gain insight into metrics, including call completion and agent efficiency for optimization while lowering costs. Transcribe and index uploaded audio/ video files efficiently in minutes, using our advanced speech-to-text technology.

OUR EXPERT ENGINEERS & SUPPORT TEAM MAKE MOVING TO CCS EASY!

Live monitor your agents on the fly, use whisper mode during live calls to help coach your agents behind the scenes. If a call goes off the rails use barge mode to take back control.

(888) 992-6682

CCS

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