



Cloud Contact Center - ACD

Granite Cloud Contact Center, also known as Automatic Call Distribution (ACD) is a simple and easy-to-use application that runs over Granite's VoIP platform. This software will help your business improve quality of service and increase operational productivity.

Features and Benefits

- Includes call recording which captures customer's interactions with your user/agent to ensure communication accuracy
- Incoming call routing for optimization of resources
- Portal access to revisit and download recordings
- Over 300 customer reports available
- Access to real-time customer insights from every interaction
- Scalable solution that supports growth at planned and unplanned volume
- Special equipment not required

Granite Cloud Contact Center Solution

Discover how we can help elevate your contact center to a high-performing and fiscally-astute strategic asset that delivers results. Your business can benefit from reducing IT reliance, streamlining workflow processes, simplifying training and affecting better decisions through robust analytics.

- **Cost Savings** - In contrast to comparable hardware solutions, Granite's Cloud Contact Center solution could save you up to 45% of your contact center operating budget over the first three years.
- **No Up-front Investment** - Our no-contract monthly fee structure, and zero need for dated equipment makes on-boarding our solution a low-risk, high-gain opportunity.
- **On-demand scalability** - Easily increase or decrease agent seats depending on your business needs. A no-contract fee structure means you only pay for what you use.
- **Automatic software update** - Our software is set to update automatically at no cost to you. That means you regularly get the latest features and functionality without breaking the bank on upgrades.
- **Easy Deployment** - Unlike traditional on-premise systems, your Granite Cloud Contact Center can be up and running within days, not months. And with no need for bulky on-site equipment, your transition to the cloud is seamless.

Overall Product Highlights



Data Center Feature

- 24/7 Network Monitoring
- On-demand Scalability
- Certified PC1 DSS 3.0 SSAE 16



Queue Features

- Inbound/Outbound Voice Queues
- Email, chat, SMS, social media
- Automated threshold SMS Alerts



Call Center Group

- Multi-skill routing
- CRM Integration (CTI)
- Agent call-flow scripting
- IVR integration for self service



Quality Management

- Call recording (with agent notes)
- Screen recording with playback
- Agent coaching & evaluation
- Agent & web chat logs



Workforce Management

- Forecasting & scheduling
- Vacation automation & shift-trade portal
- Real-time adherence view & reporting



Reporting & Analytics

- Real-time stat display & bulletin board
- Real-time graphical dashboard
- Custom agent activities
- Custom multi-level dispositions
- Customized contact center reports

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