

NWN Hosted Collaboration for Contact Center

Overview

NWNCommunication CCaaS offers a full-range of innovative contact center solutions for businesses of all sizes in a scalable, flexible, reliable and secure cloud-hosted model. Designed to deliver highly personalized customer care with the latest applications and technology, your organization will exceed customer expectations, improve agent productivity, and increase revenue.

Key Benefits

- Focus on core business functions with the service provider managing the solution
- Increase top-line, reduce costs and enable your contact center to achieve better business results and outcomes**
- Proactively manage relationships and your brand, and increase customer loyalty by promoting customer intimacy and helping ensure superior service with advance capabilities
- Track contact center performance by using advanced reporting and analytical tools and built-in reports with key metrics
- Avoid large capital expenditures and move to fixed and predictable costs
- Quickly scale up or down as business needs fluctuate or to meet seasonal demand
- Experience the highest standards for security, reliability and availability with no disruption or downtime to the business

Deployment Models

As part of the Cisco Collaboration solutions portfolio, Cisco Customer Collaboration solutions are not bound by a single deployment model. These solutions are based on an open and interoperable IP platform, which provides complete flexibility to match the delivery model to your preferences, your business needs, and your technology investments. Service-delivery options for Cisco Collaboration solutions include:

- Managed customer-premises-equipment (CPE) services, where the customer owns the solution but the service provider manages it
- Fully hosted, where the service provider hosts dedicated equipment for a predictable monthly cost
- Managed cloud services (collaboration as a service), where the service provider or system integrator maintains and owns the software, which is delivered over the cloud as a service and the customer pays a license fee to use it