

CONTACT CENTER AS A SERVICE



BUILT TO DELIVER CONTACT CENTERS AS A SERVICE

The StarTele Logic Contact Centre solution empowers service providers to deliver contact center as a service (CCaaS), enhancing their application portfolio and generating new revenue streams. Bring new contact centers online within days, enjoy a low total cost of ownership with true multi-tenant architecture, and offer prospective customers rich omnichannel features in a powerful and intuitive agent interface.

FEATURES



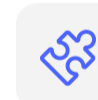
Phone or SIP Client

Built-in SIP soft phone to directly deliver communications to any multimedia-enabled computer



HTML Agent UI

Agents manage omnichannel customer interactions through an intuitive web-based user interface, that reduces training requirements and is accessible from anywhere.



Intelligent Routing

Unique routing and interaction configurations based on tenants' business needs and processes.



Multi-Tenant Architecture

Securely deliver cloud services to multiple businesses on a single, shared platform, and empower tenants to manage their own contact centers



Global Reach

Enables small to large distributed, global deployments with full geographic resilience and remote site survivability.



Integrated Multi-Channel Recording

Encrypted voice and screen recording for full or selective playback.



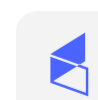
Reporting & Analytics

Customizable real-time and historical reports, enabling actionable business intelligence.



Open Interfaces

Integrate and customize applications system-wide or on a per-tenant basis.



Reliability & Carrier-Grade Scalability

Offer support for mission-critical applications with zero downtime.

WHY CONTACT CENTER AS A SERVICE?

The StarTele Logic Contact Centre solution empowers service providers to deliver contact center as a service (CCaaS), enhancing their application portfolio and generating new revenue streams. Bring new contact centers online within days, enjoy a low total cost of ownership with true multi-tenant architecture, and offer prospective customers rich omnichannel features in a powerful and intuitive agent interface.

BENEFITS

Omni-Channel

StarTelelogic's web experts assist in converting your PSD design into a fully functional web portal while keeping all the functions and features intact.

Global Reach

Provisioning Web Portal Reduces new tenant onboarding costs and ongoing management

Video KYC

A custom VideoKYC solution that is tailored to your specific business needs

Phone or SIP Client

Provisioning Web Portal Reduces new tenant onboarding costs and ongoing management

Intelligent Routing

Developing and integrating custom plugins to make the web-based application even more powerful and efficient.

Ready APIs

Provisioning new tenants via open APIs into CRMs reduces onboarding costs and ongoing management.

BY CHOOSING STARTELELOGIC CONTACT CENTER AS A SOLUTION YOU CAN:

Your prospects and customers benefit from cloud contact center as CCaaS is more flexible and scales more easily than legacy and on premise deployments, speeds the adoption of new channels and features, and enables a pay for use, OPEX purchase model.

1

Expand into the CCaaS market space and create new revenue streams

2

Enjoy operational economies of scale with a carrier grade, multi-tenant architecture

3

Quickly onboard new customers with web-accessible provisioning

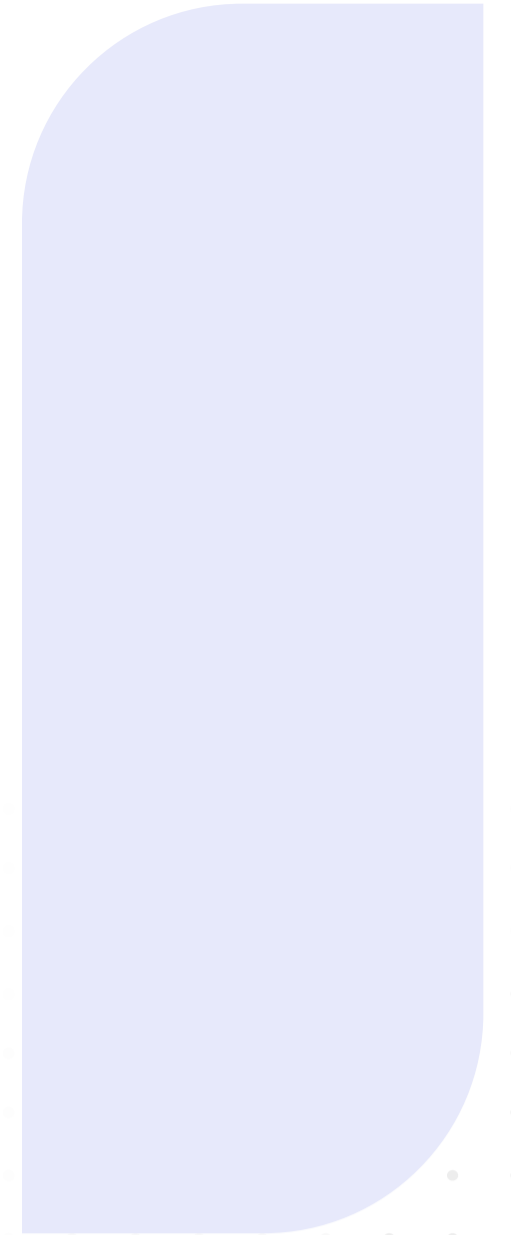
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Provide differentiated omnichannel cloud contact center solutions

WHY CONTACT CENTER AS A SERVICE?

Contact Center as a Service (CCaaS) is a compelling alternative to the traditional approach of deploying on premise. Industry analysts estimate that the applications-as-a-service market will grow at 20% CAGR through the end of the decade. Companies need contact center solutions, but do not necessarily want to invest capital in the infrastructure required to purchase, operate, and maintain them.

The StarTele Logic Contact Centre solution is a cloud contact center service delivery platform that enables all types of application service providers (CSPs, NSPs, MSPs, ASPs, and BPOs, as well as enterprises with distributed business units), to offer contact center as a cloud-based service to their customers.



WHY OPT FOR A NATIVE CLOUD CONTACT CENTRE CLOUD FROM STARTELE LOGIC?

The StarTele Logic solution is a proven platform that has evolved in over a decade, delivering highly reliable cloud contact center in the global market. It enables flexibility and choice to customers via a range of voice deployment options, including a built-in SIP phone, IP, other UCaaS, or telephone-based voice delivery. Reputed carriers from different geographies leverage and offer StarTele Logic Contact Center Solution as a Service for hundreds of thousands of agents

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