



Contact Center

Alianza's Contact Center is a state-of-the-art, customizable solution with capabilities such as intelligent skills-based routing, customized reporting, and workforce scheduling support — all the tools needed to run, manage, and support an advanced customer experience. Your business customers can elevate their contact center operations and unlock the power of efficiency, engagement, and customer satisfaction.

Regardless of which package your customers select, Alianza's cloud communications platform has you covered with:

- 24x7x365 Data Center Monitoring
- Automatic Software Updates
- Core Component System Redundancy
- Geographical Survivability
- High Availability Server Architecture
- On Demand Scalability
- TDM and VoIP — Network Agnostic

Why Alianza

Custom Branding

Add your logo and colors to the admin portal and Contact Center Agent software at no additional cost.

Launch in Weeks Not Months

Our professional services teams will get you and your customers onboarded as quick as your timeline allows. Engaged customers can go live in as little as 2 weeks!

Professional Services Onboarding

Contact center call flows, routing, and IVR configurations are as complex and unique as snowflakes. Dedicated experts will guide, train, design, build, and implement it all by

Voice-First Platform

Customers get Alianza's voice-first, service provider-built platform with a cutting edge, configurable contact center system.

High Margins

Service providers can see a 40–45% margin on a contact center license with an average revenue per unit (ARPU) of \$100 per agent per month.

Low Risk Revenue Stream

In 2022, the contact center software market was valued at USD 35.3 billion.¹ With market share for the taking, and Alianza's no-minimum order and term limit, what are you waiting for?

Source: Markets and Markets - Contact Center Software Market Overview

Professional Services Onboarding

Included in our **Gold and Platinum packages at no additional cost**, our contact center experts will be at your side the whole way, providing comprehensive agent and supervisor training to ensure the most effective use of our powerful tools and a successful launch. With an Alianza-powered solution, you get the human resources needed to ensure your customers are empowered to deliver the best possible service.

5-Phase Implementation

1

Kickoff

Validate your needs, project scope, stakeholders, and technical items such as integrations.

2

Development

Gather your call flow requirements, help design your ideal IVR, and grant your team access.

3

Training

Empower your agents with real-time dashboards, so they can deliver the best customer service.

4

Testing

Test and approve the call flow implementation to ensure it's accurate and polished before going live.

5

Go-Live

When you're ready, we'll equip your team with all their onboarding training recordings and launch the contact center on your voice lines.

Onboarding Timeline Examples

Every project is different, but we'll work as fast as your customers can.

Successful migrations and cloud transformations require more effort, coordination, and subject matter excellence than most business leaders recognize, which is why a team of experts is there to help every step of the way. They'll work with you to understand your business model and use cases, set timelines, train your team, test devices, improve processes, and more.

	SPEED	< 30 Days	45 Days	65 Days
	COMPLEXITY	Simple	Simple	Complex
	ENGAGEMENT	High	Medium	Medium

Silver



Easy IVR

An IVR is often the first interaction between a caller and an organization's call center. Our IVR builder makes it easy to revolutionize the customer journey with clear messages that reflect the organization's brand. It's an effective self-service tool that improves agent productivity and reduces caller frustration.

Inbound Queuing

Inbound queuing efficiently routes to ensure no customer is left waiting, resulting in a personalized customer experience and reduced response times. Outbound queuing included within Gold and Platinum packages.

Real-Time Dashboards

See team and individual performance metrics in real-time, including calls in queue, agents available, average wait time, and more. Display the dashboard on wallboards or large screen monitors for all agents and managers to track progress.

Reporting and Analytics

The Alianza Contact Center provides hundreds of pre-built reports covering all your performance needs. Monitor interactions in real-time using live dashboards and proactively make changes on-the-fly to respond to customer needs.

Skill-Based Routing

Team, department, or agent-level assignment for a pool of agents who are best equipped to solve the customer's issue. Boost first-call resolution, lower call handling time, and watch customer satisfaction skyrocket. With the ability to swiftly modify messages and menu options, our platform empowers your customers to adapt seamlessly.



Gold

Advanced IVR Studio

Our onboarding experts will help you design and implement an advanced IVR call flow configuration that enables a dynamic and personalized customer journey with features like customizable call-in prompt recordings, engaging IVR bulletins, variables, conditional logic, and much more.

Call Monitoring and Assistance

Managers can help improve agent performance and customer satisfaction with advanced call monitoring and the ability to silently monitor agents with barge-in and whisper tools. Coach frontline users as they actively interact with customers over voice, chats, and text.

Call Recording

From agent monitoring to simple caller interactions, recording conversations in every communication channel is crucial for compliance monitoring, legal proceedings, and more.

CRM Integrations

With integrations to back-office CRMs or ticketing systems, and functionalities like screen-pop, agents can fast track customer verification and focus on call resolution versus wasting time and customer patience gathering personal information.

Intelligent Routing

Callers have extremely unique needs, and ensuring they get to the right agent is essential. Route calls and chats to an agent based on skill level, time of day, geographic location, relationship to the customer, and more. You can even tailor IVR callback options during periods of high call volume.

Omni-Channel

Agents can interact with callers via their preferred modes of communication with turnkey options using any phone or browser. All queuing channels — voice, SMS, email, social media, voicemail, and webchat — included within Gold and Platinum packages. Silver includes voice only.



Platinum

Customer-Centric Queuing

Queuing isn't only for voice calls. Social media (Twitter and Facebook), voicemail, web chat, and universal ACD (multi-channel/modal queues) interactions are all seamlessly integrated. Meet customers where they're at, using the form of communication that best suits them.

Customized Reports

Your end users can choose from hundreds of pre-built reports on call distribution, service level adherence, unanswered calls, post-call surveys, and more. Gain actionable insights to make the right decisions at the right time and meet the unique needs of your end users.

Dynamic Notifications

Dramatically extend your end user's reach while still respecting audience preferences. From simple voice reminders to SMS, multi-channel marketing outreach, and dynamic, multi-language text-to-speech notifications, users can craft campaigns ranging from straightforward reminders to longer-term, multi-touch marketing — while enhancing engagement by capturing and actioning recipient responses.

Transcription & Sentiment Analysis

Gain critical intelligence from every conversation with call recording, voicemail transcription and sentiment analysis, and optional integrations to back-office applications. Analyze interactions and perform advanced functions such as attaching sentiment tags to conversations so managers and supervisors can quickly identify the impact of each call.

Workforce Scheduling

Employee scheduling is one of the most important tasks for any business, big or small. Leaders can create schedules that balance staff resources against demand with automated scheduling, forecasting, real-time adherence, a shift-trade marketplace, and more.



Get Started! Contact us today, and let's start a conversation.

Alianza empowers service providers to rapidly create and deploy high-value communication offerings. With exceptional quality and always-on availability, service providers leverage our product suite to innovate and address the evolving demands of business and residential customers with an easy to manage, easy to consume, and highlight profitable platform.

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