




AT&T Cloud Contact Center

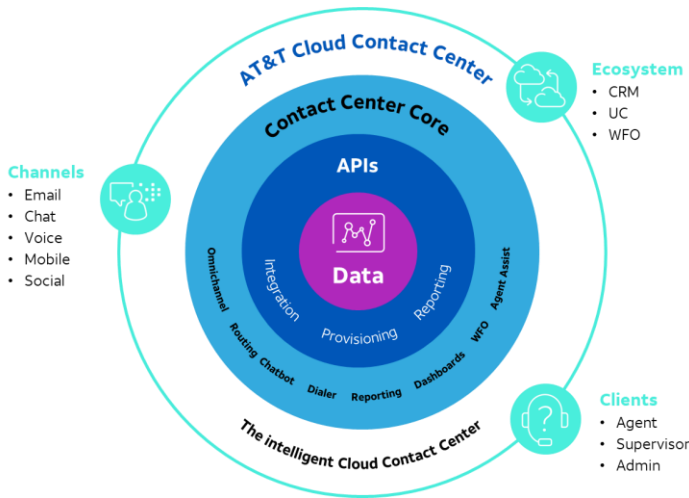
AT&T Cloud Contact Center is a highly reliable, scalable, & highly secure cloud-based platform. It enables rapid deployment, mobile & remote working capability, & integrated communication channels that provide an omnichannel experience. The platform comes preconfigured with integration-ready features that can interface with existing CRM systems, Unified Communications & Collaboration platforms, & independent software vendors.

Potential Benefits

- Empower agents to deliver a more personalized experience through accessible customer insights.
- Respond to changing requirements in near-real time.
- Improve ROI through integrating cloud services & premises-based systems.
- Maximize investment value by connecting existing systems with the entire enterprise.
- Keep pace with customer expectations

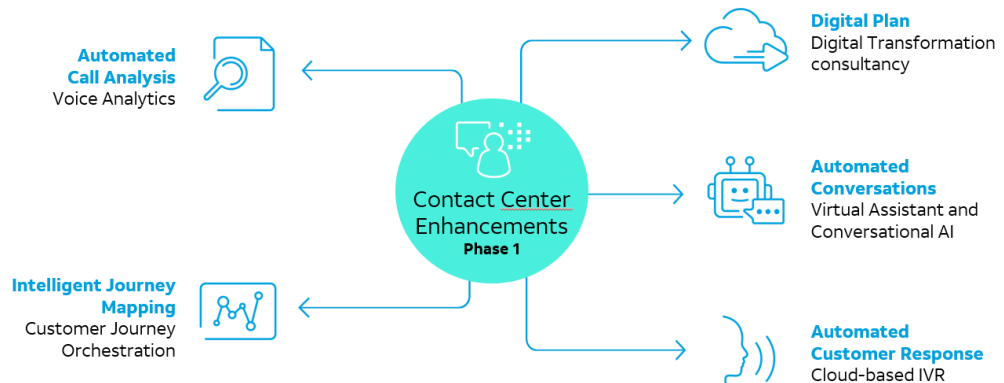
Capabilities

-  **Connecting to Five9** - Customer provided Shared Use TDM /IP Toll Free or IP Flex on AVPN. Dedicated SIP trunk to Five9
-  **Connecting to Agents** - Internet Softphone to desktop. Customer provided AVPN and/or IP Flex
-  **Omnichannel Routing**
Facilitates engagements across multiple channels and enables customer self-service
-  **CRM Integrations**
Provides out-of-the-box integration with leading CRM software
-  **Workforce Management**
Helps to ensure the right staff is in place at the right time
-  **Reporting and Analytics**
Supplies real-time and historical reports, dashboards, and alerts



AT&T Cloud Center Essentials

A portfolio of add-on services and expertise designed to transform the contact center



Why AT&T? With a comprehensive portfolio of contact center solutions, together with significant capabilities that integrates the contact center with the broader enterprise, AT&T has the track-record, experience, & global footprint required to transform the most demanding environment.