

You may *benefit from* a contact center if ...

- Your customer service team includes anyone who answers the phone
- Your employees use their personal email or voicemail to respond to customer inquiries
- Your customers contact you mostly via telephone but want more channels
- Your customer interactions and resolutions aren't as efficient as you'd like
- Your unified communications platform is not remote-friendly and/or is tied to desk hardware

How Zoom can help

Good news! You're headed in the right direction. Upgrading your call center to a modern, cloud-based contact center is easy with Zoom!

Offering advanced analytics, cloud-based data storage, and multiple digital channels, Zoom Contact Center is an omnichannel, video-first solution that simplifies call routing, reduces your upfront investment, and integrates with popular CRMs to allow remote employees to serve customers from anywhere.

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You may *have* a contact center if ...

- You have multiple, dedicated employees who focus solely on customer service
- Your customer service team uses a shared inbox or cloud ticket system to communicate with customers
- Your customers contact you through a variety of channels (email, chat, phone, SMS, etc.)
- Your customer interactions are resolved through self-service or routed to specialized agents
- Your unified communications platform is cloud-based and supports a hybrid workforce

The Zoom Contact Center difference

Congratulations! You understand that an amazing customer experience is important for your brand and for building a loyal customer base. With Zoom Contact Center, you can elevate your customer service experience even further than before.

Born in the cloud and built for scale, our video-first, omnichannel solution allows agents to resolve customer issues through video chat and deliver a highly-engaging customer service interaction directly within the familiar Zoom platform.

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Zoom Contact Center is an intuitive, video-first contact center solution that is easy to configure and scales as your team grows. Give your customers the freedom to choose how they connect with your business, while only paying for the agent support you need. To transform your customer experience and boost employee engagement, take a closer look at Zoom Contact Center, today.



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