Simplified Solution for Exceptional Customer Experiences

Contact Center Essentials helps businesses improve customer experiences, reduce operating costs and delight their customers with every interaction.

Every business, regardless of size, vertical or operating budget should be able to deliver outstanding customer experiences. Positive experiences turn customers into repeat customers. They motivate 5-star online reviews and word of mouth referrals. Contact Center Essentials, a simplified, voice-only Contact Center solution, provides businesses a robust customer engagement solution without the cost or management headaches associated with more complex call center products. With basic but complete voice-centric customer engagement capabilities, CC Essentials helps businesses improve customer experiences, reduce operating costs and delight their customers with every interaction.

Q: How does Contact Center Essentials differ from the previously offered CoreNexa Contact Center solution?

A: Contact Center Essentials is a streamlined voice-only customer engagement solution that provides the core functionality of a Contact Center offering at a much lower price point and with much easier setup. Our previously offered Contact Center solution included this voice capability but also included complex OMNI-channel functionality and Workforce Management tools which required time and money to properly configure and train for use.

Q: What are the main features of Contact Center Essentials?

A: Every instance of CC Essentials includes the following standard features:

› Internal SIP Trunking to CoreNexa Asterisk PBX
› Web Admin with real-time dashboards and drag-and-drop configuration

› Customizable auto-attendants
› Programmable queues with on-hold messaging and CBIQ (Call Back In Queue)
› Standardized reporting
› Web agent with built-in soft phone and coaching capabilities

Q: What types of customers would benefit from Contact Center Essentials?

A: The simplicity of setup and lower costs associated with CC Essentials make it an excellent option for customers with less advanced, less-complex customer-interaction needs. It's perfect for customers that want to create competitive customer experiences but might not have the budget or desire for a more sophisticated Contact Center solution.

## Q: Are there setup costs associated with Contact Center Essentials?

A: No. CC Essentials is a self-managed product that does not require AMERICAN TELECOMMUNICATIONS NETWORK's Professional Services support to set up or configure. Many of its features come pre-configured with intelligent defaults, and the CoreNexa Help Wiki provides step-bystep guidance for setting up every aspect of CC Essentials. That said, Partners can independently choose to charge customers a setup fee or charge for their own professional services.

Q: What type of reporting is available in Contact Center Essentials?

A: Both real-time and historical reporting are included with CC Essentials. Using a robust set of report offerings, contact center managers get a clear picture of their team's performance across all the critical contact center metrics. Report subscriptions can be configured to deliver vital data in a digestible format at any time of day or night.

Q: Are there minimum or maximum seat counts for Contact Center Essentials users?

A: Yes, CC Essentials requires a minimum of 3 seats, but has no maximum.
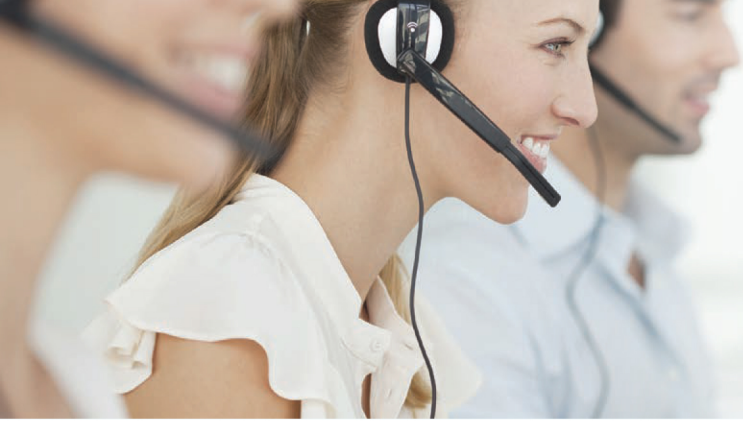
Q: Does Contact Center Essentials integrate with external phone systems?

A: Not at this time. CC Essentials is fully supported by CoreNexa Asterisk PBX and does not integrate with external PBX systems.

Q: What is included with a Contact Center Essentials license?

A: Every CC essentials license includes the following:

› Concurrent licensing
› Web Agent with soft phone
› Pre-configured Queueing elements
› Unlimited administrators
› Three Contact Center Call Paths
› Quality Management tools
› Call recording
› Real-time and historical analytics

Q: How much does Contact Center Essentials cost?

A: CoreNexa Partners can charge a monthly subscription fee for each active Corenexa CC Essentials seat. The suggested retail price is $52.99 per seat. AMERICAN TELECOMMUNICATIONS NETWORK will charge Partners $26.99/ month for each active seat.