

**RDI**

S O L U T I O N S

"Quality People Supporting Quality Products"

broadvoice

Broadvoice b • hive

Virtual Call Center

Rightsized for Your Business

Small and medium businesses often assume that call centers are a luxury only large companies can afford. But with cloud technology that's no longer the case.

The Broadvoice b-hive Virtual Call Center is powerful, cost-effective, agile and rightsized for your small and medium business. Plus, it's integrated into the Broadvoice b-hive Unified Communications as a Service platform for seamless operation and management.

All Gain, No Pain

Whether you have one or multiple contact centers or agents who work from home, The Broadvoice b-hive Virtual Call Center has you covered with automatic call distribution and queuing — all managed in the cloud. You get the benefits of an on-premises call center system with none of the hassle.

BENEFITS OF BROADVOICE'S VIRTUAL CALL CENTER

○ Lower Costs

Our Virtual Call Center solution reduces upfront capital expense that on-premises solutions require. Our pay-as-you-go model also helps you implement, test and tweak features easily and more economically.

○ Easy Deployment

No hardware installation is needed; our browser-based Virtual Call Center software can be configured with a few clicks. And, our intuitive interface requires minimal training, so your call center can be up and running quickly.

○ Enhanced Security

Virtual Call Center agents get secure access to the information they need regardless of their location or the devices they use. If there's a disruption at your facility, they can work from a branch office or at home just by logging in.

○ Greater Flexibility

With our Virtual Call Center software, agent seats can be added as needed, so your agent pool can be scaled up or down as business grows or for seasonal changes in demand. That enables you to rightsized your workforce and your costs.

○ Improved Customer Service

Our Virtual Call Center enables you to measure the customer service experience by tracking key performance indicators (KPIs), so you can act on that intelligence to improve overall customer satisfaction.

○ Hassle-Free Maintenance

Most features and functionality are included in our basic Virtual Call Center subscription, and routine maintenance and system updates are done automatically by our experts so there's no strain on your IT team.

It's a Game Changer

The Broadvoice b-hive Virtual Call Center delivers a seamless service with no upfront investments, lower operational costs, enhanced security and greater scalability. It essentially levels the playing field, giving you the means to enhance customer experiences on par with larger competitors.

The Broadvoice b-hive Virtual Call Center Features

Popular Productivity Features

The Broadvoice b-hive Virtual Call Center provides a range of capabilities and features that improve customer connections with the economics and ease-of-use of a cloud-based service.



Call Routing

Speed customer interactions and minimize frustration by routing calls to the best possible location and/or agent by queue, day, time and CSR ability.



Call Monitoring

Monitor agent-customer conversations or privately coach (whisper to) the agent and even join the call to speed resolution and improve the outcome.



Admin Control Panel

Manage additions and changes on the fly with roles-based permissions for you and any number of designated administrators.



Historical Call Reporting

Easily view and export data to evaluate team performance, balance work shifts based on call volume and wait times, and improve overall call usage.



Real-time Analytics

Access the metrics you need to provide a better customer experience.

Leverage KPIs to Improve Customer Satisfaction

The Broadvoice b-hive Virtual Call Center enables you to objectively measure the customer service experience with key performance indicators (KPIs), giving you actionable intelligence to improve overall customer satisfaction.



**Learn How Broadvoice Can Help You
Deliver a Better Customer Experience**

Schedule a Virtual Call Center demo today.

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