

Contact Center as a Service

DATA SHEET

New Era Technology provides a full suite of hosted Contact Center as a Service (CCaaS) solutions that rapidly bring the best technology and customer services tools to your organization’s customer care team. By relying on New Era’s renowned technical team to deliver contact center applications, you can focus on delivering customer service and value to your clients.

The New Era CloudBlu Contact Center platform is built on the Cisco HCS architecture to deliver voice and contact center services through the cloud. New Era’s contact center applications leverage Cisco’s Unified Contact Center Enterprise (UCCE) as the core application system—delivering the market-leading platform for superior customer care.

Contact Center Packages

Application	Professional	Advanced
Inbound & Outbound Voice	✓	✓
High Availability	✓	✓
Email, Chat	✓	✓
IVR Menuing	✓	✓
Audio Conferencing	✓	✓
Compliance Audio Recording	✓	✓
Outbound Dialing	✓	✓
Post Call Survey	✓	✓
Reporting & Live Dashboards	✓	✓
Quality Management		✓
Voice & Screen Recording*		✓
Advanced IVR		✓
Campaign Management		✓
Advanced Reporting`		✓
Advanced Post Call Survey		✓

* Additional charges apply if PCI compliant pause/resume integration required.

**Additional charges apply for self-service integration into back office applications/data dipping.

Contact Center Benefits

- Increased Operational Efficiency
- Lower Total Cost of Ownership
- Improved Customer Experience
- Better Agent Retention and Productivity
- Eliminate Annual Maintenance Expenses
- Seasonal Flexibility
- HIPAA, PCI, and AICPA SOC.2 Compliant

Cisco Managed Services Certified

- Cloud & Managed Services Partner
- ATP Contact Center Enterprise
- Annual Cisco Audits

Carrier Class Architecture

- Tier 3 Dual Datacenters
- Active/Active Core System Redundancy
- Support MPLS & SIP Services with Fail-over VPN Backup

Contact Center as a Service is part of CloudBlu, New Era’s “As a Service” portfolio of cloud services.