



SANGOMA

Contact Center

Elevate The Customer Experience With A Robust Cloud Contact Center

Star2Star delivers end-to-end solutions for every communications need. Our contact center solution, Contact Center, provides your agents with a complete suite of advanced features that allow them to surpass customer expectations and enhance overall productivity. Stay ahead of evolving customer service trends with superior reliability, flexibility, and functionality.

Contact Center Features & Benefits



Take Charge Of Your Calls

Get advanced call routing, call management, real-time monitoring, quality management, analytics, and reporting.



Ease Of Use & Accessibility

Easily customize to your business workflows for streamlined access at your fingertips with a fully cloud-based solution that takes advantage of browser-based technology and user experience.



Monitoring, Metrics & Alerts:

Supervisors and managers get real-time dashboards and wallboards with clear and intuitive browser-based displays. Also, agent and queue metrics and alerts on Talk Time, Calls Waiting, Availability, Waiting Time, and more.



Manage From Anywhere

Managers and supervisors can manage their contact center from anywhere using our centralized cloud administration portal to manage agents, queues, call routing and all other functionality and resources.

The Only System You Will Ever Need

Contact Center is integrated with our Business Voice and Business Voice+ products, so you can deploy unified communications and contact center together across all your business locations. Contact Center is also available as a standalone offering for customers with existing UC systems.



Advanced Call Routing & Ring Strategies

Route and control calls to agents with skills based routing, queue call back as well as ring strategies like round robin, various sequential models, number of calls per agent, and agent talk time or longest idle.



Robust Menu Key Presses

Your callers can select one of several menu keys while they wait for an agent, like go-to-voicemail, return to the main auto attendant, call another number, and more.



Flexible Announcements

Improve the queuing process by using Pre-Queue Announcements, Queue Position Announcements, Pre-Answer Announcements, Periodic On-Hold Announcements, and Agent Whisper.



Agent Access & Phones

A robust browser based WebRTC softphone is available for agents and supervisors that frees them from a handset. Customers that want to provide a handset experience have the option of supported phones including most Poly, Yealink, and Panasonic phones.



Reporting Suite

Manage your contact center using a comprehensive suite of reports with multiple outputs, graphics, and scheduling. View reports on queues, queue groups, SLAs, customer satisfaction, agent performance, agent activity timeline, custom alerts, traffic analysis, ATT and ASA history, call reasons, pause history, and much more.



Cloud-native Platform

Delivers high performance, scalability, and flexibility using our proprietary cloud architecture. Contact Center works in complete harmony with intelligent cloud-based call routing and integrates with the Star2Star platform. Agents can login from any location and leverage the power of the cloud.



Superior Quality Management

Analyze NPS, CSAT and Custom Surveys to improve your ability to better understand customer satisfaction levels and adjust your CX strategy in near real time. Use agent Call Recording and Whisper to coach and guide your agents to deliver the best customer experiences.