Cloud Contact Center

The appeal of moving services to the cloud is obvious. Cloud services offer reliability and robust feature sets without the need to implement or maintain complex contact center infrastructure. The Zipwire™ cloud-based contact center allows businesses to leverage the flexibility and cost savings of cloud architecture while offering a seamless, first-class customer experience.

We've made it easy to deploy and manage a pure cloud contact center with premium features, at a competitive price. Zipwire gives you the reliability and simplicity you expect from the cloud with the robust multi-channel communications capabilities your business needs to deliver a superior customer experience. It's just that simple.

Key Differentiators for Aspect

✓ **Try Before You Buy**
Zipwire's 30-day no-obligation free trial, with easy, instant setup, is ideal for assessing the benefits of implementing – or migrating to – a cloud solution

✓ **Cloud Reliability**
Because it's built on the Voxeo cloud, our geographically dispersed data centers ensure your contact center is always up and running

✓ **Contact Center Expertise**
Aspect's deep background in contact center operations gives Zipwire firm roots in delivering a platform that supports your operational needs and a seamless customer experience

✓ **Easy-to-understand Pricing**
Zipwire's packages scale with your needs to include self-service, SMS, web chat, email, mobile app integration including images and video, a predictive dialer, post-call surveys, ACD with skills-based routing and more

✓ **Quick Implementation**
Zipwire can get you up and running in minutes, with instant provisioning from our website

✓ **Scalability**
With no contracts and the flexibility of the cloud, it's easy to scale your Zipwire contact center as business needs dictate

Key Components

• **Give Your Customers the Experience they Deserve**
Zipwire uses the cloud to deliver the reliability and capacity your agents need to manage multi-channel interactions, and the ability to deliver actionable post-call surveys that measure customer satisfaction.

• **Improve First-Contact Resolution**
Our platform provides the tools you need to make customers happy, like the ability to retain customer history through self-service to agent-assisted service and intelligent routing of calls to the right agents.

• **Increase Lead Conversion Rates**
Outbound contact centers benefit from Zipwire's predictive dialer, CRM integration for nurturing current accounts and campaign management tools.

• **Manage Your Agents – No Matter Where they Are**
Zipwire's agent console can be deployed to geographically dispersed teams, as well as virtual agents – helping you cover multiple time zones and reduce overhead.

- **Help Your Help Desk**
  Achieve higher productivity and lower costs by integrating Zipwire™ with CRM, giving your agents the ability to track incoming cases from multiple channels in a centralized, organized way.

- **Support a Multi-tenant Environment**
  For BPOs, easily handle deployments and load swings from multiple customers and integrate to legacy systems when needed.

Key Features

- Skills-based routing optimizes agent selection and lowers hold times

- Campaign management lets you easily run and continuously optimize concurrent outbound initiatives

- Zipwire's outbound predictive dialer increases productivity, efficiency and accuracy

- Blended capabilities let you deliver the best customer experience possible by using Zipwire to rapidly respond to inbound inquiries while delivering proactive outbound service

- Light weight PBX capabilities give you auto attendant functionality to extend your in-office phone system

- Automatic call distribution (ACD) and outbound dialing maximize agent productivity

- Omni-channel capabilities including voice, SMS, web chat, email, and mobile integration including peer-to-peer video chat make it easy to respond to customers on the channel of their choice

- Call recording supports your documentation or coaching needs, and helps you achieve higher overall call quality

- Built-in reporting capabilities to measure progress toward first-call resolution, interaction-handling time and more

- Integration with Salesforce and other CRM tools facilitates upselling and cross-selling, makes multi-channel conversations seamless and enables more personalized service

- Integrate our premium self-service platform, cloud-based workforce management tools and more

- Screen sharing and recording between agents and supervisors improves coaching and agent performance

About Zipwire
Zipwire is a pure cloud contact center platform that combines our innovative customer contact solutions with deep, global cloud hosting expertise. Zipwire brings scalable, reliable omni-channel contact center capabilities to organizations ranging from startups to large enterprises with thousands of agents. With pay-as-you-go pricing that scales with your business, Zipwire supplies the simplicity expected from the cloud along with the robust capabilities businesses need to deliver a superior customer experience. For more information, visit **zipwire.aspect.com**.

zipwire™