A Single Source Solution Provider for All Your Contact Center Service Needs

DATACOM SYSTEMS, INC.
Empowering Your Future

Providing the best customer experience is an important part of building customer loyalty. CCaaS (Contact-Center-as-a-Service) is a cloud-based customer experience solution that offers best-in-class, multi-channel customer engagement. Datacom Systems partners with the world's leading providers to provide strategic CCaaS solutions for your business.

Your customers expect to interact with you on their own terms: where, when and how they prefer. In today's landscape, optimal communications services are a competitive advantage.

Boost customer satisfaction, while reducing customer churn and decreasing IT costs with CCaaS.

As your trusted IT and telecom advocate, Datacom Systems can help your business strategize, source and implement the best CCaaS solution for your business. We can also help you move from a premise-based PBX to the Cloud. Our primary goal is to ensure that you, our customer, receive the best possible solution that maps and scales to your business objectives.

WHY CHOOSE CCaaS?
CCaaS Provides Your Business

- ✓ Best overall value and functionality
- ✓ Agility and speed when adding locations
- ✓ Intelligent call routing that maximizes productivity
- ✓ High-quality multi-channel customer experience (Voice, Email, Chat, Social Media)
- ✓ Integration with CRM or databases
- ✓ On-demand access to customer information
- ✓ Workforce optimization and management
- ✓ Cost effective upgrades
- ✓ 24/7 comprehensive professional services and technical support
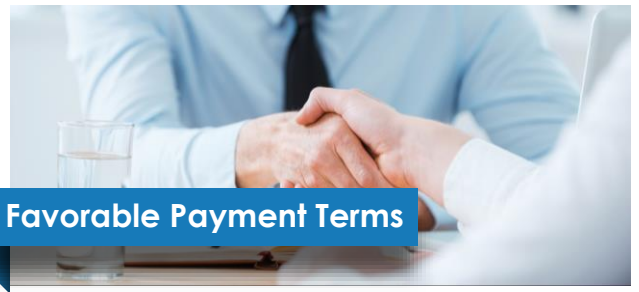
WHY WORK WITH US?
As Your Solutions Partner, Datacom Systems, Inc.

- ✓ Is independent & can deliver multiple options
- ✓ Will learn your business structure and goals
- ✓ Will understand your IT infrastructure
- ✓ Will determine the optimal CCaaS solution
- ✓ Will research to source the optimal supplier
- ✓ Will implement and support the selected solution
- ✓ Stay on to handle all customer service and escalations
- ✓ Become an integrated part of your organization's ecosystem

Freedom of Flexibility and Scalability

CCaaS solutions allow you to effectively react to market, seasonal or objective changes. Additional functionality can be turned on and off as required. New agents can be added instantly without the need for additional licenses or renegotiating contracts.

Favorable Payment Terms

Since CCaaS is an operational expense (OpEx), there are no large upfront capital expense investments to make. Plus, the Pay-As-You-Go model means companies are only charged for the resources and services used on a monthly basis.

Business Continuity/Disaster Recovery

Whether it is a natural disaster, human error, or any other disaster, CCaaS allows you avoid productivity disruptions and continue with minimal downtime.

Advanced and Secure Infrastructure

Hosted in secure data centers on public or private networks, CCaaS solutions have advanced networks with built in redundancy, security and technology. The design and construction of a CCaaS solution is more resilient than most organizations can afford in their own infrastructure.

Business Agility

You are no longer restricted to physical locations and the associated labor market. Hire the best talent, regardless of location. You can also "test drive" new functionality and applications, without a capital investment and with limited to zero dependency on your own IT department.

Advanced Reporting/Analytics

Actionable information is the key to successful customer experiences. CCaaS solutions utilize dedicated data center servers to collect and evaluate data, and provide easy-to-use, customizable access to that data for real time and historical analytics.

Integrated Applications

CCaaS solutions typically provide direct integration with databases, CRMs, workforce management, quality monitoring, UCaaS and VoIP applications. Seamlessly integrate the latest applications to your existing technology infrastructure.

About Us