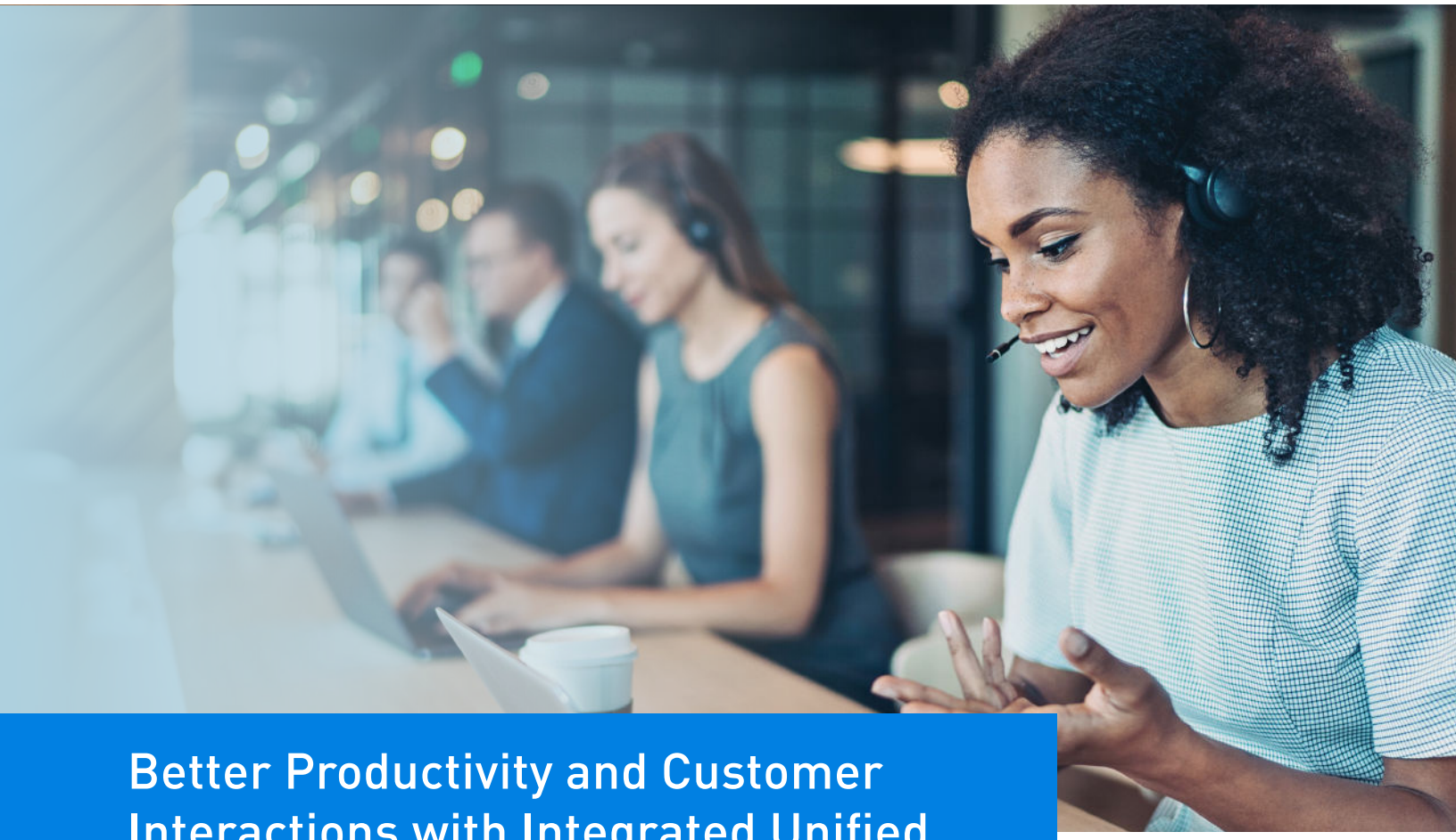


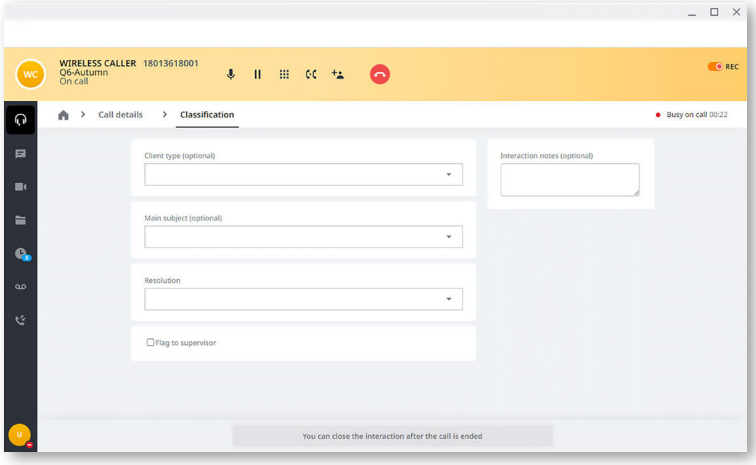
Better Productivity and Customer Interactions with Integrated Unified Communications and Contact Center

Give every employee the tools they need to take your business to the next level regardless of their role – from employee collaboration to customer communication – in one application.

FOR EMPLOYEES

One App for Everything

- Stop juggling multiple apps and start being more productive with just one.
- Call, chat, and meet when you need to or seamlessly begin accepting customer calls, chats, SMS, and emails by accessing queues without ever leaving our unified communications platform.



Receive customer calls, chats, SMS, and emails within your UC's Agent Tab.



FOR FRONTLINE USERS & CUSTOMERS

Faster Customer Handling

- With direct access to other employees, frontline users can call, chat, and meet to quickly resolve customer requests.
- Consult with other employees or bring them into a customer call with advanced active call handling.

Better Visibility for Everyone

- Make it easy for frontline users to find help with a searchable directory organized by role and presence sync to let others know when someone is helping customers.
- Accurately categorize customer interactions with customizable fields.
- Track frontline user activity and help them make an impact with queue and personal stats dashboards.

FOR THE BUSINESS

Faster Responsiveness

- Effortlessly handle call volume spikes by quickly giving employees access to call queues without learning a new application.

We Grow with You

- Upgrade your customer call handling experience today. When you're ready, leverage Contact Center's advanced features to deliver an even better customer experience.

QUESTIONS? CONTACT US TODAY!

Smart Life, LLC
(502) 251-4775
info@smartlifecorp.com
smartlifecorp.com/elevate