

## HOSTED CALL CENTER

### “Increase revenues while decreasing costs using cutting-edge technology”

If your company provides small support-based call center support or if you are a full featured, high volume call center with complex systems, PressONE can save your company valuable time, money and resources through our Hosted Call Center solution. Our cloud-based solution is affordable, user-friendly and accessible from anywhere at anytime.

Hosted Call Center is quick to deploy and only requires a computer, phone and an Internet connection. Agents can operate as a virtual team from anywhere in the world without having to install additional hardware or software from their remote location. This means reducing overhead while increasing responses from customer service agents and representatives through email, SMS, chat or telephone.

#### **FEATURES:**

- Delivered via the cloud as a turnkey solution Management and monitoring tools allows you to easily add functionality as business requirements change.
- Broad range of features permit unique calling capabilities for different level team members.
- Automatic software updates.
- Multiple call center support, including at-home agents.
- 24/7/365 monitoring and maintenance from our Network Operations Center (NOC).

### BENEFITS AT A GLANCE

- No capital investment costs – Whether you have an outbound or inbound call center, you’ll save on capital expenditures while reducing your IT maintenance costs. Eliminate expensive on-premise technology and implementation staff.
- Scalable and flexible – Expand capacity when needed as business grows or scale back after peak holiday seasons.
- Low connection costs.
- Fast set-up with minimal technical requirements.
- Cost effective OpEx – Our pay-as-you-go model allows you to use just what you need on a monthly basis.
- Built-in disaster recovery to eliminate downtime.

#### **ABOUT PRESSONE**

PressONE, headquartered in Long Island City, NY, is a premier provider of voice and data solutions for businesses of all sizes. As a facilities-based managed solutions provider, some of the premier services provided by PressONE include Hosted Communications such as VoIP and faxing, SIP Trunking, Hosted Call Center and other network services. The company is privately-held by AMP Networks. For more information, visit [www.pressone.net](http://www.pressone.net).