



# CoreNexa

## Contact Center Essentials

Because every Business should have a way to deliver extraordinary Customer Experiences

**With CC Essentials, agents and managers can more effectively address incoming voice calls, giving customers the outstanding experience, they deserve.**

### What Is It?

CoreNexa Contact Center Essentials is a streamlined, voice-only version of our award-winning CoreNexa Contact Center solution. Unlike its predecessor, Essentials offers a lower barrier to entry because you have no need for Professional Services, yet it still delivers high-value customer engagement, elevates the customer experience, and maximizes efficiency with every interaction.

### Supercharge Efficiency & Productivity for Small (to Not-so-Small) Businesses

#### Advanced Call Distribution (aka Automatic Call Distribution)

Ensure every incoming call makes it to the right place every time for fewer transfers & less time sitting on hold

#### Drag-and-Drop Agent Configuration

Assign agents to queues and customize the agent desktop experience with intuitive drag-and-drop tools

#### Reporting

Preloaded standard reporting options so managers stay alert and aware of their teams' performance and incoming call volume

#### Unlimited Call Recordings

Easily review interactions for quality management and training purposes; available for playback and download up to 30 days after the call

### Key Features at a Glance

#### What's Included with a CoreNexa CC Essentials Seat

- › Concurrent Seat License
- › Built-in softphone
- › Three Voice Paths
- › Queues- 50 max
- › Auto Attendants- 50 max
- › Dispositions and Tally Codes
- › Pre-loaded standard reports with subscriptions
- › Call Recording
- › Call Monitoring & Coaching (Listen, Whisper, Barge, Take)
- › DND Reason Codes
- › Caller History Display to Agent
- › Live View Dashboards and Charts

### Learn More

Ready to take customer engagement to extraordinary levels? It's simple with CC Essentials. Contact us for help adding this high-value, low-cost solution to your business.