Multichannel just got *easy*.

AireContact®
Cloud Hosted Contact Center

Upgrade your call center with the AireContact.

AireContact Cloud Contact Center increases customer satisfaction and improves productivity in the contact center. With AireContact, small contact centers can easily handle a large volume of calls and larger contact centers can cut expenses. AireContact costs a fraction of premise-based solutions. And it includes more functionality than other comparably priced cloud solutions. It is Software as a Service, meaning you can create a contact center in any location with internet.

How we are unique

Complete Bundled Solution. Most providers will charge you to add features and functionality. We give you everything they offer bundled into a single, competitive price.

Tailored Solutions. We sell solutions. Not products. We can tailor AireContact to address the issues specific to your business. And solve them together.

Branch Logic Dynamic Scripting. Our solution comes with an advanced scripting engine that guides agents through interactions using multiple call scripts. Call scripting ensures that each interaction is consistent, branch logic allow agents to personalize the conversation with each customer.

QoS. As a telecommunications company, we process over 1 billion calls each month. AireContact can be provided over our fully managed, owned and operated IP network with end to end Quality of Service guarantee.

Backed by AireSpring. AireContact is part of AireSpring, a telecommunications company with 15 years of profitable, debt-free experience. When it comes to cloud communications technology, we are proven experts.

Savings

On average, cloud solutions costs 20-30% less than premise solutions. For call centers large or small, that can equate to anywhere from a few hundred dollars to hundreds of thousands of dollars in savings.

Reliability

Cloud services are more reliable than on-premise solutions because they exist in multiple locations. We house our servers in multiple locations across California, meaning your office can go down, but your contact center stays running.

Safety and Security

As a telecom company, we operate multiple secure networks for high sensitivity clients and provide security products. We know how networks work, and we know how to keep information safe.

Standard Features

Multichannel

Interact with customers on the phone, via email, webchat SMS messaging, social media, and email—all streamed into a single, multichannel queue.

Outbound Dialing

With our predictive, progressive, and preview dialers, you can speed up outbound campaigns and reach more customers.

Inbound Call Routing

No matter how many calls are coming in, our Interactive Voice Response and Automatic Call Distribution will organize and distribute calls in the queue however you want.

Wallboard Analytics

Build team spirit by displaying how many calls are in the queue, how many calls are abandoned, and anything you want to know about your contact center—all the time.

Reporting

Produce reports on every inch of your contact center's performance to know what you are doing right, and what you can do better.

Monitoring

Whisper into agent's headsets, barge into calls, or simply record an interaction all from AireContact's easy to use management portal.

CRM Integration

Standard and custom integration with the most popular CRMs, generate screen pops, or more depending on what you need to see and do.

Find out how AireContact can increase productivity, and enhance your customers interaction with your business. Contact us at 800.449.3026, email sales@airecontact.com, or visit www.airecontact.com