

Introducing CCaaS Express for Small Teams

Simplify customer conversations and grow your business with ease.

CCaaS Express is an easy-to-use customer service solution designed for teams of up to 25 that want the latest ways to interact with customers. Express centralizes calls, messages, and chats, transforming each interaction into a personalized experience for the customer that builds lasting relationships and fosters loyalty. CCaaS Express adapts to your needs, offering simple and effective customer experience management.

Capabilities



Deliver Fast, Personalized Customer Interactions

Drive productivity and engagement with a unified platform that brings all customer conversations and information together in one place. Deliver faster, more personalized service across every channel—no more switching between systems, just a seamless and consistent customer experience.



Efficient Operations

Optimize resources, control costs, and ensure smooth operations with a flexible platform. Gain visibility into service operations, adjust agent levels to meet demand without disruptions, and integrate select add-ons as needed to support your business growth.



100% US-based Customer Service and Support

Grow confidently with a customer service solution built to expand alongside your business. Seamlessly transition to custom features for larger teams and complex workflows as needed, ensuring your customer service evolves smoothly and reliably every step of the way.

What is CCaaS

CCaaS (Contact Center as a Service) is a cloud-based solution that helps you manage all your customer communications in one place. Think of it as a virtual command center where you handle phone calls, emails, chat messages, and social media interactions with customers - all through a single, easy-to-use platform.



Key Features and Benefits



Unified Agent Workspace Experience

Bring all channels together in a single place to easily manage each customer interaction across any channel.



Real-time Data for Better Decisions

Monitor key metrics like service level, abandon rate, and wait time in real time through an easy-to-use interface, enabling you to make informed, data-driven decisions instantly.



Omnichannel Flows

Connect with your customers on their channel of choice and seamlessly route them to the best agent to their needs.



Pre-built and Custom Reports and Dashboards

Track performance with ease. Use a combination of ready-made and fully customizable reports, dashboards, and metrics to get the insights that matter most to your business.



Live Sessions Log

Identify unusual activity or potential security risks by tracking who is logged into your contact center and how securely they're connected.

