

## CommQuotes Helps Businesses Navigate the Sea of Contact Center Solutions

Rely on our contact center consultants to help sift through your options and find the best-fit solution – at a price that fits your budget.



CommQuotes' VIP relationships with dozens of contact center providers mean you get agnostic recommendations, better-than-direct pricing, and the best possible client experience.

There are many contact center options to consider, ranging from simple to complex. How do you decide which is the best route for you?



### Simple call centers

If you need call queue options with basic call routing and reporting and simple supervisor reports and wall boards, this option is for you. If you need more than a basic ability for agents to log in and out of one or more queues and simple supervisor functionality, you require a more robust solution.



### Comprehensive contact center as a service (CCaaS) solutions

CCaaS provides everything you could possibly want in a state-of-the-art call center. These hosted solutions feature top-of-the-line tools that include the following and more:

AI • Chatbots • CRM integrations • Omnichannel components (SMS, social media, email, live chat)  
Call routing • Workforce management • Screen recording • Behavior and sentiment analysis  
Training modules

The trick in the process of selecting the right contact center solution for your business is to figure out exactly what you need, and what you don't. CommQuotes helps you navigate the landscape to ensure you find the most cost effective contact center solution that will take your customer experience to the next level.

## CommQuotes: Your Trusted Advisor for Finding the Best Contact Center Options

We are contact center consultants with deep experience in finding the right mix of features and functionality at the lowest cost based on the needs of any business. We'll take time to understand your requirements – and find a forward-thinking solution that will get you from where you are today to where you want to go.

It's our due diligence and expertise that enable us to recommend the right solutions for our customers. We represent dozens of CCaaS companies that provide features spanning the range described above. We drill down into the specific uses that you must have – and can add some that are nice to have.

**1-888-9-QUOTES**  
**www.commquotes.com**

Contact CommQuotes for a trusted advisor to help you find the right CCaaS solution at the lowest possible price.