

## Elevate Your Customer Satisfaction with E-MetroTel's AI-Enabled Contact Center Solutions

### Executive Summary

E-MetroTel's Contact Center / Contact Center as a Service (CCaaS) solutions deliver enterprise-grade performance—combining exceptional reliability, enhanced usability, and unmatched cost efficiencies—now augmented further by the integration of AI-powered Agent Assist. Our CC / CCaaS platform centralizes omnichannel interactions—from voice and webchat to WhatsApp, Facebook, SMS, and email—under a single, intuitive interface, empowering agents and supervisors to work effectively, whether on-premise or remote. Built on the secure, scalable UCX platform, with seamless green-migration from legacy systems and flexible deployment options, E-MetroTel offers demanding organizations the customer contact solutions they need—at a price that sets us apart.

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### Elevating Customer Satisfaction: Powered by E-MetroTel

E-MetroTel's CC/CCaaS solutions are designed for robust performance and comprehensive capability:

- **Omnichannel support**—Voice, Webchat, SMS, eMail, Facebook Messenger, and WhatsApp—in one unified interface, minimizing context switching and delivering seamless customer interactions.
- **Rich queuing and routing**—including unlimited IVR, skills-based routing, dynamic/static agents, supervisor controls (listen/whisper/barge-in), and advanced queue metrics—ensure efficient handling and optimized service levels.
- **Industry-grade reporting:** Real-time dashboards and numerous customizable historical reports offer granular visibility into performance—covering call distribution, agent availability, service levels, wrap time, and more.

At the platform's core, E-MetroTel's UCX Software, engineered in-house for security and consistency, delivers robust telephony control, open-standard interfaces, and support for analog, digital, and IP phones—from Nortel, Avaya, Panasonic, NEC and more.

# Does your CC/CCaaS solution tick all the boxes?

## A Check List for Contact Center Solution Buyers

### Reliability & Uptime

- High availability SLAs (99.99%+), disaster recovery, and redundancy are critical.

### Customer Experience Quality

- Clear voice quality, low latency, and omnichannel capabilities (voice, chat, email, social).
- Features like intelligent routing, personalization, and real-time sentiment monitoring.

### Agent Productivity & Ease of Use

- Intuitive interfaces so agents spend more time talking to customers and less time navigating screens.
- Integrated knowledge bases, CRM connectors, and AI-assisted prompts.

### Scalability & Flexibility

- Ability to handle seasonal spikes or rapid growth without major reconfiguration.
- Easy to add new channels, locations, or remote agents.

### Integration with Existing Systems

- Smooth connection to CRM, ticketing, and business analytics platforms.

### Analytics & Reporting

- Real-time dashboards and historical reports to track KPIs like FCR, AHT, and CSAT.
- Predictive analytics to forecast staffing needs.

### Cost Efficiency & ROI

- Total cost of ownership, not just license fees.
- Ability to reduce operational costs via automation and AI self-service without hurting customer satisfaction.

### Security & Compliance

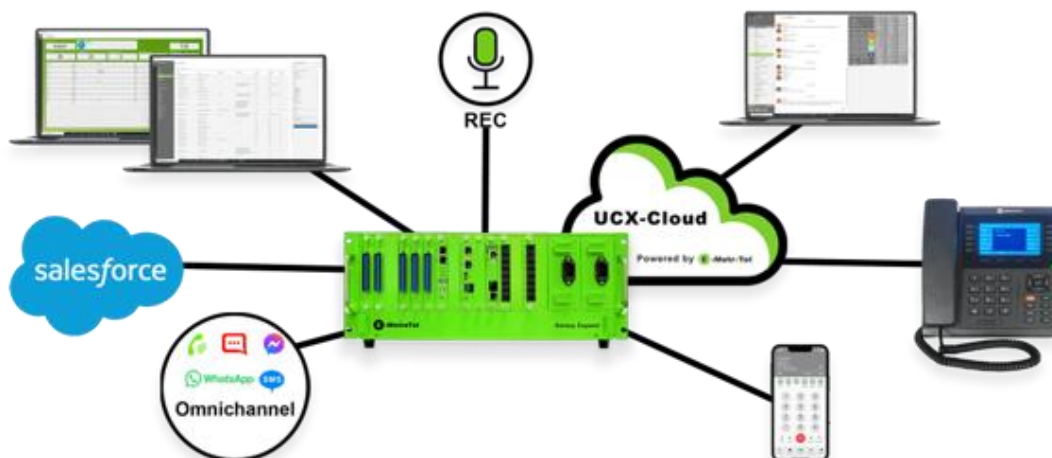
- Compliance with standards like PCI-DSS, HIPAA, GDPR.
- End-to-end encryption and role-based access control.

### Future-Proof Technology

- Cloud/hybrid deployment options, AI and machine learning capabilities, support for emerging channels (WhatsApp, SMS, video).
- Regular updates without disruption.

### Vendor Support & Partnership

- 24/7 responsive support, onboarding assistance, and a clear roadmap.
- Proven track record in the customer contact industry.



## E-MetroTel AI Agent Assist:

- **Turning Every Agent into Your Best Agent**

E-MetroTel's AI-powered Agent Assist is designed to give every customer interaction a boost in speed, accuracy, and personalization. By listening in real time and understanding the context of each conversation, AI Agent Assist surfaces relevant knowledge articles, suggests next-best actions, and pre-populates responses. Agents spend less time searching and more time solving—delivering faster resolutions and higher first-contact success rates.

- **Providing Real-Time Intelligence for Real-World Challenges**

Whether the customer is calling, chatting, or messaging through social media, AI Agent Assist works across all channels. It detects sentiment, flags priority issues, and prompts agents with compliant, consistent language. This ensures even new hires can perform at a seasoned-agent level from day one, reducing training time and eliminating guesswork. Supervisors gain visibility into interactions as they happen, allowing proactive intervention before customer satisfaction is at risk.

- **Driving Measurable ROI Through Smarter Service**

By improving handle times, increasing resolution rates, and reducing escalations, AI Agent Assist directly impacts both customer loyalty and operational costs. Integrated seamlessly into the E-MetroTel CC/CCaaS interface, it adds no complexity—only capability. The result is a future-ready workforce empowered with the right information at the right time, ensuring your contact center isn't just keeping up, but setting the pace for exceptional customer experience.

**The transition was smooth and seamless...[The E-MetroTel] appliance delivered the features we needed to improve services and boost efficiencies.**

**Jim Chapdelaine, CIO  
City of Columbia,  
Missouri**


### **Keeping It Simple: Intuitive Workflow, Smart Integrations**

Ease of use is a defining trait of the E-MetroTel CC/CCaaS platform:

- Agents access all channels from one interface, eliminating app toggling and complex workflows.
- Green-migration enables using existing phones and wiring—across brands like Nortel, Avaya, Panasonic, NEC, Mitel, and Cisco—lowering costs and streamlining transition.
- Multi-platform: whether delivered on-prem via appliances, virtualized, or on cloud (UCX-Cloud on Amazon Web Services), the experience remains consistent—enhancing ease of management and deployment.
- Centralized administration, scheduling (backups, updates), and flexible interface control give IT teams full, hassle-free control.

### **Unmatched Reliability: Resilient Architecture Meets Real-World Use**

Reliability is engineered into every layer of our Contact Center / Contact Center as a Service:



**I never thought I would get such a solid robust system that offers so many features...The value based on what you pay is amazing!**

**Flemming Frissdahl,  
Founder and Owner  
The Travel Agent Next Door**

- UCX-Cloud is backed by Amazon Web Services, ensuring high availability, performance, and private-instance isolation.
- For on-prem or hybrid deployments, Galaxy appliances offer survivability—acting as gateways during internet outages to maintain phone uptime.
- Redundancy options—active-standby, multi-site, and hybrid deployments—ensure continuous operation even during failures.
- Secure by design: UCX is developed in-house, free of third-party vulnerabilities, includes built-in firewall protections, and offers secure, VPN-based remote administration.

### **Exceptional Cost Effectiveness: Max ROI with Strategic Features**

E-MetroTel's CC/CCaaS model delivers cost savings without compromising functionality:

- Green Migration preserves legacy investments, avoiding hardware replacement costs and reducing the burden of training or disruption.
- Multiple customer testimonials highlight tangible ROI—from 30–44% cost reductions to significantly lower licensing fees.
- Permanent licensing avoids recurring subscription costs. Combined with low-cost support plans, it delivers long-term budget control.
- E-MetroTel provides fully featured contact center modules at approximately 25% of the price of larger competitors—positioning E-MetroTel as an unbeatable value.
- The integrated technology stack—with one platform serving telephony, contact center, mobility, and UC—cuts complexity and reduces operational overhead

### **Future-Ready: Scalable, Secure, and Ready for AI**

E-MetroTel empowers businesses for growth and evolving customer needs with a future-proof CC/CCaaS platform:

- The UCX platform scales from 5 to thousands of users, across appliance, virtual, and cloud deployments.
- Omnichannel platform InfinityOne unifies engagement across all channels and supports real-time analytics and customer context continuity.

**Built on the secure, scalable UCX platform, with seamless green-migration from legacy systems and flexible deployment options, E-MetroTel offers demanding organizations the customer contact solutions they need—at a price that sets us apart.**



- AI Agent Assist offers real-time support for agents—boosting productivity, reducing training time, and enhancing customer interactions through smart automation.
- Flexible integrations—including Microsoft Teams, REST APIs, and real-time control interfaces—ensure seamless ecosystem integration and adaptability.

### **Conclusion: A Strategic Customer Contact Advantage**

E-MetroTel stands out by delivering a Customer Contact / Contact Center as a Service solution that's powerful, easy to use, resilient, and remarkably cost-effective. By layering AI-powered Agent Assist on top of an already feature-rich, omnichannel platform—built on secure and scalable technology—you get a solution to the modern challenges of CX, agent enablement, and budget discipline.

Elevate your customer experience. Modernize securely. Save confidently. E-MetroTel: Where quality meets simplicity, reliability, and value—driven by innovation.

### **About E-MetroTel:**

E-MetroTel delivers flexible, end-to-end communication solutions that evolve with your business. Our Green Migration strategy supports 100+ endpoints across six major brands—maximizing existing investments while enabling a smooth, cost-effective transition. Founded in 2009, we bring deep expertise in Avaya, Cisco, Mitel, NEC, Nortel and Panasonic solutions, with global teams across the U.S., Canada, Europe, and Asia-Pacific. Our solutions support over 3,000 users and 1,200 call center agents, offering on-premise, virtual, or cloud deployments tailored to your needs—backed by a worldwide network of partners.