Contact Center as a Service (CCaaS)

Our Contact Center as a Service (CCaaS) solution is a flexible, cost-efficient, cloud-native alternative to on-premises contact centers that gives companies the freedom to break free from complex, expensive on-premises solutions and concentrate on what is important to the business: their customers.

In partnership with TalkDesk and Westelcom, our CCaaS solution joins all the parts of an on-premises contact center, such as the interactive voice response (IVR), computer telephony integration (CTI), communication channels, contact center analytics, and more into a single solution delivered on the cloud. CCaaS allows companies to move away from siloed software and support a customer-centric approach with an omnichannel contact center platform.

A traditional on-premises contact center has to accommodate everything—workforce, software, hardware, and more—in a physical location. CCaaS hosts everything in the cloud.

	On-Premises Contact Center		Westelcom CCaaS
COST	Upfront costs include: Hardware, software, servers, licenses, maintenance.	vs.	**No upfront costs.** Pay as you go, scalable pricing models.
HARDWARE	Computers, headsets, servers, switchboards, cables, and more.	vs.	**Minimal hardware:** Internet connection, computers, headsets.
INSTALLATION	Takes several months—or even years.	vs.	**1-5 weeks—in some cases, days.**
MAINTENANCE	Requires a dedicated IT team.	vs.	**Westelcom provides 24x7x365 monitoring** through its Network Operations Center.
RELIABILITY	Dependent on the dedicated IT team.	vs.	**Built on Westelcom's carrier-grade fiber network** with diverse connectivity and redundancy.
SCALABILITY	Additional costs for upgrades and new features.	vs.	**No extra costs for upgrades and new features.**

CCaaS provides companies with an adaptable, cost-effective solution that brings extensive value to both employees and customers.

✓ Improves the **agent experience** by unifying all the tools and applications agents need on a single screen.

✓ Improves the **customer experience** by freeing companies to meet the demands of tech-savvy consumers through an adaptable customer service application with multichannel integration and omnichannel service.