Contact Center as a Service (CCaaS)

Westelcom®

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, Westelcom's 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.

Westelcom's 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.