

Connecting Your Customers To Your Most Qualified Agents

Solutions for Outbound & Inbound Call Centers

ConnectFirst provides a better suite of hosted call center management products than most million dollar premise-based call center solutions.

With almost no up-front costs, unlimited scalability, and better flexibility, our system works for you to achieve all your call center goals. We can enable you to easily and seamlessly create a workforce of at-home and location-based call center agents, allowing you to focus on your business instead of your infrastructure.

ConnectFirst Solutions

Gain an edge with our Hosted Call Center Solution. To be competitive as a call center operation in the 21st century, your company must deftly navigate the challenges of start-up and ongoing operating expenses, while equipping your call center agents with the ability to provide superior service - customer service that translates into increased and sustained revenue streams. ConnectFirst meets those challenges for you with a three-pronged approach: Hosted Technology, Software-as-a-Service, and Experience.

Hosted Contact Center Technology

Advances in telecommunications technology have created strategic advantages for call centers that utilize the power of hosted services over legacy, premise-based call center solutions. Maintaining in-house equipment means large up-front costs and infrastructure commitments. Every year, technology maintenance and upgrades, as well as scaling needs, demand costly outlays that hinder your company's growth and create distractions to your company's goals. With ConnectFirst's hosted call center solution, our leading-edge telecommunication infrastructure becomes an extension of your company, ensuring your peace of mind advantage over the competition. ConnectFirst's system administrators, business analysts, and engineering professionals guarantee an uptime that exceeds industry standards, while mitigating the need for a team of dedicated IT personnel onsite. With our hosted solution servicing your call center, your company can respond profitably to fluctuating market and customer demands. Whether you have two seats or two thousand seats -- at one location or many, Connect First will provide a seamless contact center technology infrastructure and customized, comprehensive service when you need it.

Software-as-a-Service (SaaS)

Connect First recognizes that a capable telecommunications partner enhances the power of your company. Our Software-as-a-Service model delivers the tools that empower your company's call center agents to operate at their peak productivity. Connect First's suite allows your staff to be effective, efficient, and precise. Our call center services are offered on-demand, and are available as your company's needs change. There is no wasted cost or idle resource -- an expensive and crippling situation frequently experienced in traditional call centers. Connect First's robust SaaS culture can create a winning environment for your company and your customers.

Unlike traditional call centers there is no expensive software, no expensive hardware, no expensive IT personnel. Our technology lets you scale up and down on demand. You only pay for what you use, when you use it.

