

Products & Services

Cloud Routing

ConnectFirst provides a unified queue in the cloud. Calls can be routed to multiple distributed contact centers or assigned to secondary queues such as IVR, or specialized ACD skill groups.

Avoid equipment CapEx and reserves. Eliminate service disruptions. Maximize customer loyalty, and profitability.

No other platform, service, or premise based equipment can match the level of business continuity offered by ConnectFirst's Cloud Routing Platform. Our Solution is ideal for:

DISASTER RECOVERY

- Natural disasters
- Network outages
- Equipment failures

VOLUME OVERFLOW

- Seasonal spikes
- Advertising spikes

LOAD BALANCING

- Unify centers
- Merge resource pools
- Manage workload/volume

Our Cloud Routing offers a comprehensive set of features, and configuration parameters:

- No equipment needed
- Centralized web-based management
- Real-time configuration activation, call monitoring and reporting
- Real-time telemetry

ROUTING ALGORITHM

- Percent Allocation
- Round Robin
- Sequential
- Geo-routing

DESTINATION PROFILES

- Name/Description
- Multi-protocol destinations
- Max concurrent call limiters
- Flexible scheduling

ENTERPRISE REPORTING

- Calls by hour/day/week/month
- Call detail
- Destination summary
- Custom cross reports, including center/agent/group specific data



Our cloud routing is 100% on demand, and offered as a SaaS (Software as a Service) solution.