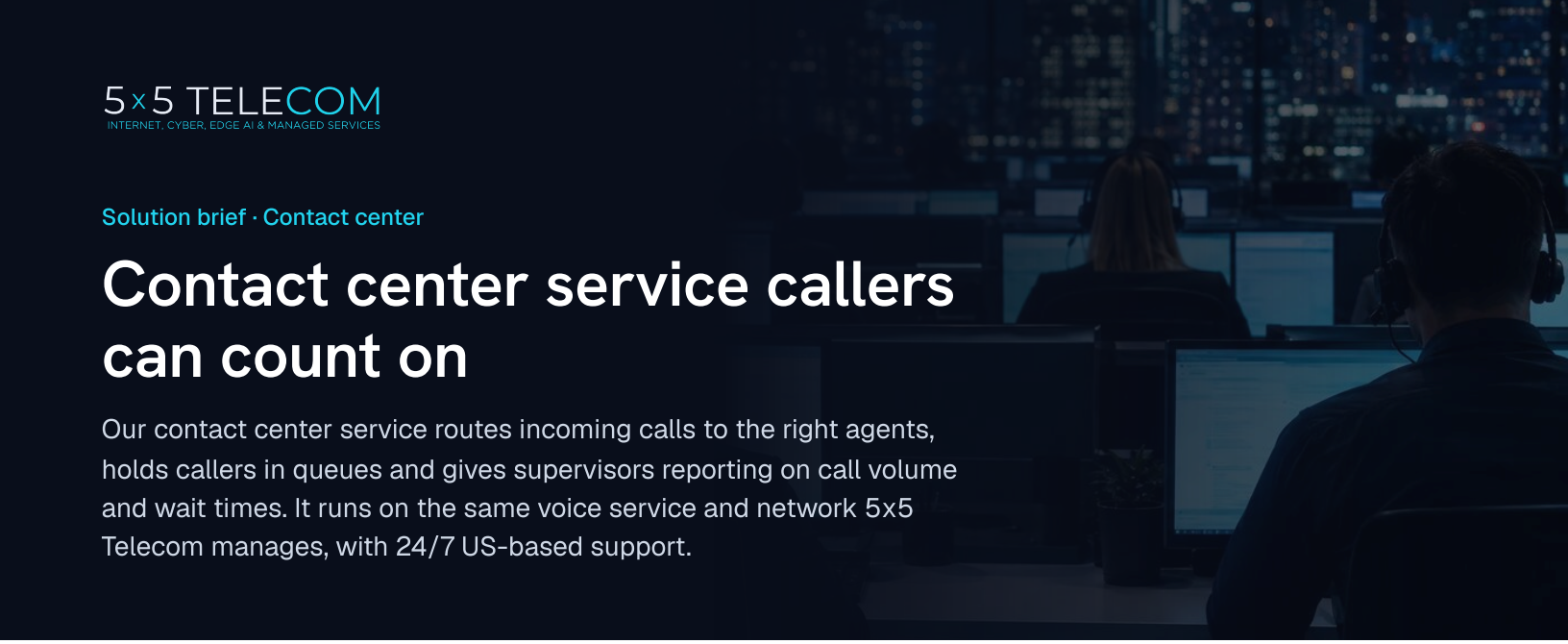
5×5 TELECOM
INTERNET, CYBER, EDGE AI & MANAGED SERVICES



Solution brief · Contact center

Contact center service callers can count on

Our contact center service routes incoming calls to the right agents, holds callers in queues and gives supervisors reporting on call volume and wait times. It runs on the same voice service and network 5x5 Telecom manages, with 24/7 US-based support.

Why businesses choose 5x5

Calls reach the right agent

Routing and auto attendant menus send callers where they need to go, and queues keep them on the line instead of a busy signal.

Reporting for supervisors

Call volume and wait times, so supervisors can staff for busy hours and spot when callers wait too long.

On the network we manage

Voice and the internet connection under it from one provider, supported by one team. US-based support team. First reply within 60 minutes.

What we provide

Handling calls

- Call routing to the right agents
- Queues for callers waiting
- Auto attendant (IVR)
- Call transfer and forwarding
- Music on hold
- Toll-free calling

Agents and tools

- Softphone app on a computer or smartphone
- Same number and extension anywhere
- Works alongside Zoom and Microsoft Teams
- Voicemail to email

Numbers and connections

- Keep your business numbers
- SIP trunking for the phone system you own
- Dedicated internet access
- Managed Wi-Fi

How it works

Tell us how calls flow

How many people take calls, how callers should be routed and which numbers you use.

Get a custom quote

We recommend a setup, including the internet connection under it.

We set it up

We configure routing, queues and menus, and port your numbers to 5x5.

We support it

US-based support team. First reply within 60 minutes.

Get a free custom quote

Tell us how many people take calls and how callers should be routed, and we will send a free custom quote.

(866) 595-8353
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5x5tele.com/contact-center
24/7 US-based support