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Hosted Call Center

The flexible architecture of the Minnesota Telephone Networks hosted contact center allows you to **integrate your headquarters, remote offices, and outsourced locations in to a virtual call center**. Those sites will operate seamlessly as one team and enable you to access talent outside your geography, eliminate overtime costs, and reduce overhead.

Traditionally deploying a call center across multiple sites and geographies required long lead times, additional specialized infrastructure, and a dedicated IT staff. Through our **innovative call center software** we make it fast and easy to deploy a virtual call center solution - agents simply need a phone or computer, an Internet connection, and a web browser to get started.

Because our **virtual call center** solutions enable organizations to easily and cost-effectively manage multiple, geographically dispersed agents, it also helps organizations achieve business continuity and customer service resiliency in the event of a network outage, natural disaster or some other unforeseen event. In fact, companies that have dispersed operations - remote call centers and/or home-based agents spread throughout a region, country or even globally -- benefit most from the virtual call center environment. Some of our widely implemented solutions are:

- Technical Support Helpdesk
- Home-Based Agents
- Inbound Call Center
- Outbound Call Center
- Automated Dialer
- Predictive Dialer
- Collection Agencies
- Volunteer Systems
- Lead Generators
- Alias Management
- Customer Service
- Application Integration

The **fully integrated call center solution** offers a suite of core call center technologies, including ACD with universal queuing for multimedia contacts and skills based routing; IVR with self-serve options; and CTI to facilitate integration with CRM systems and databases. Some of Minnesota Telephone Network's Virtual Call Center features include:

- ACD/Skill-Based Routing
- IVR (Interactive Voice Response)
- Multimedia Management
- CTI (Computer Telephony Integration)
- Collaboration
- Case & Contact Management
- CRM Integration
- Real-Time Monitoring
- Call Recording
- FAQ Knowledgebase
- Real-Time Reporting

Let Minnesota Telephone Networks manage your call center, allowing you to manage your business!

