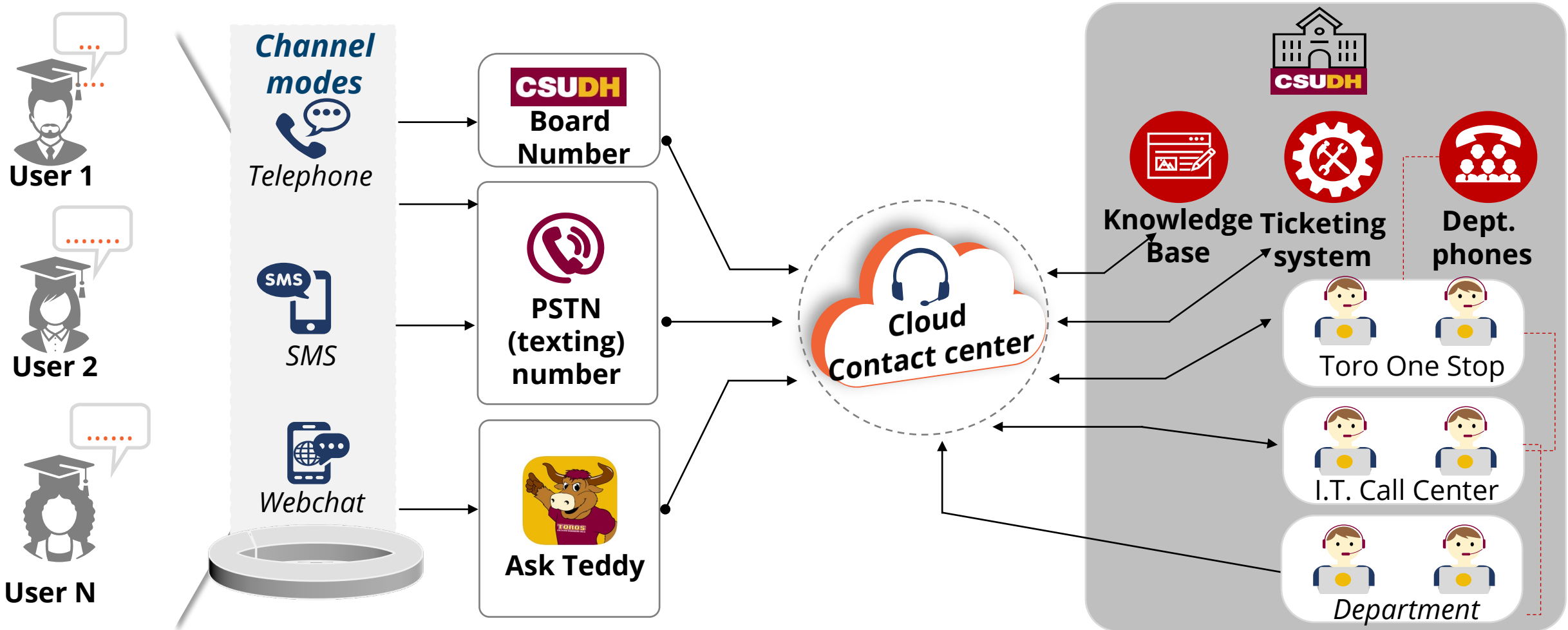# Tech Bytes: Cloud Contact Center

Bringing CSUDH Up-to-Date on Information Technology

Presented by: Bill Chang, Deputy CIO

What is the CSUDH Cloud Contact Center?

An internet-based solution that handles all inbound and outbound customer communications across multiple channels.

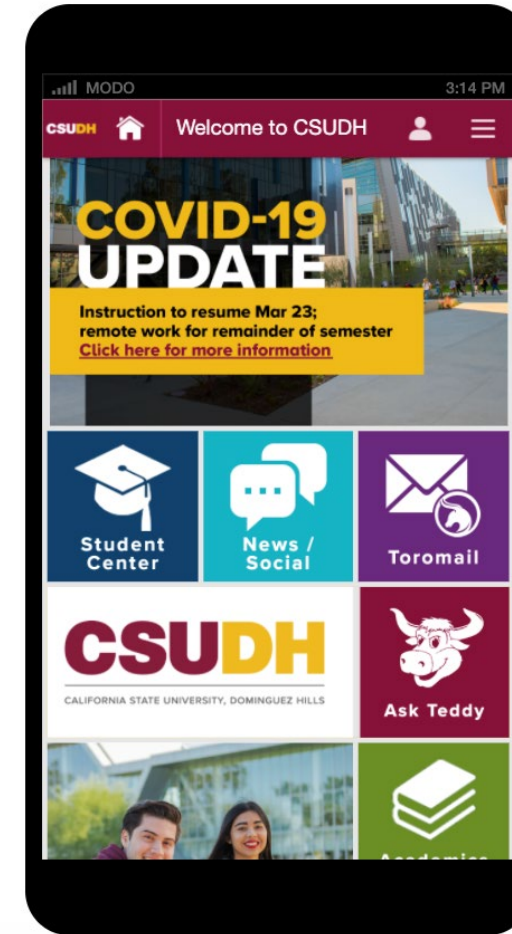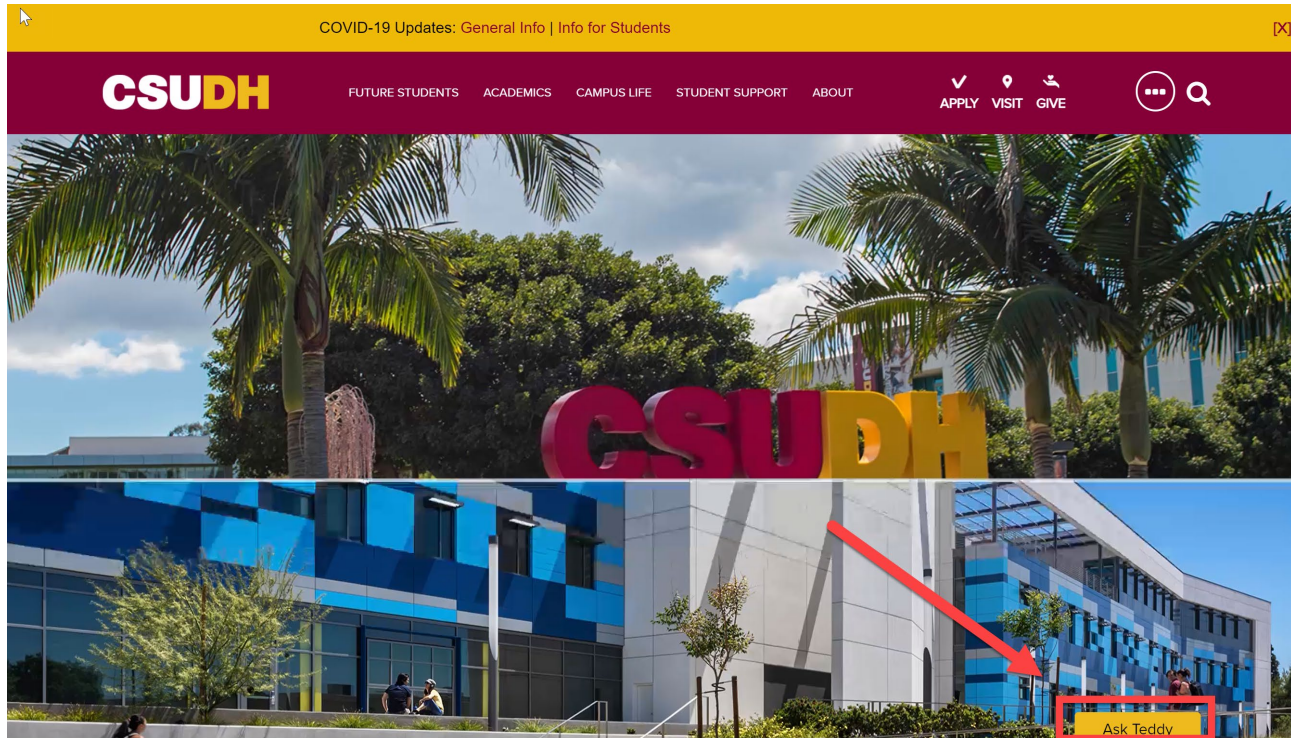# Cloud Contact Center – Phone Call

I.T. Call Center

Toro One Stop

Cloud Contact Center - AskTeddy

Cloud Contact Center – AskTeddy – SMS/Text

Cloud Contact Center (CCC) Agent Dashboard

Live Chat & Real-time Service

- Live agents to chat or text w/ users

- Route to the right agent

- Customize action if no agents available

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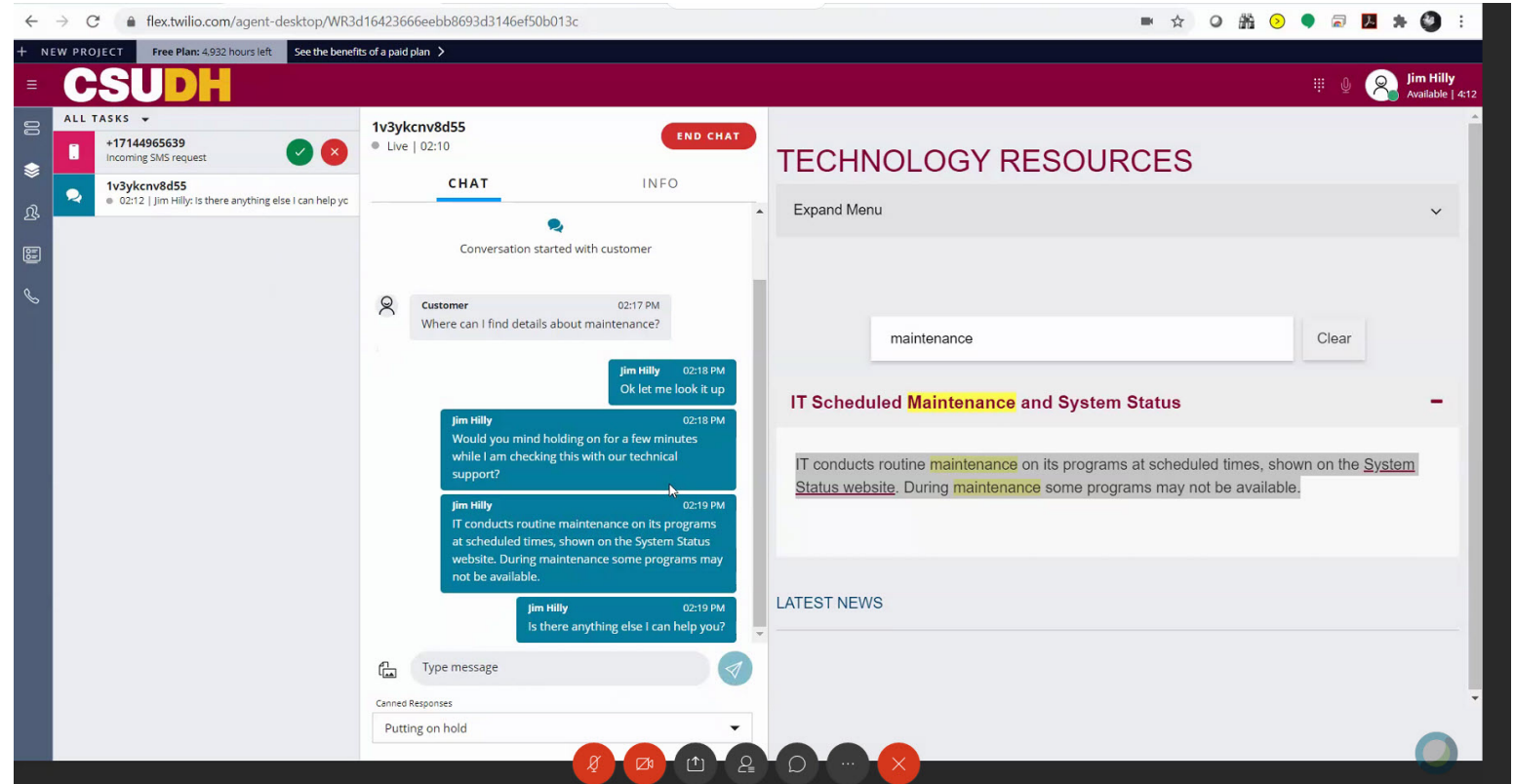
Growing the Cloud Contact Center (CCC)

- Define the channels for Contact Centers to support

- Finalize the ticketing system shared between depts

- Departments the Contact Center will connect

Next step

Reliant

Response

CCC - Frequently Asked Questions

Queri

Channels

Web Chat   Telephone   SMS

No of agents
25

1. What happens when user sends an SMS ?

If agent online: Agent shall answer the SMS
If agent offline: A automatic message saying "agents are offline" will be sent and the SMS is placed in agent queue, which will be answered by next online agent

2. What happens when user chats on web chat?

If Ask Teddy does not know the answer, then
If agent online: prompts to connect to agent
If agent offline: collects information, using which agent task is created in the queue, which will be answered by next online agent

3. What happens when user connects over phone?

If agent online: Lands to agent queue.
If agent offline: Prompts the user to connect with AskTeddy

4. Can agent transfer to other agent?

Yes

5. Does the contact center have Knowledge Management?

No, but can integrate with incumbent CRM, ticketing system

6. Can agent transfer to other dept (outward call)?

Yes

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Questions?

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Thank You

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