TELEVERGENCE

Is Your Contact Center Configured For Maximum Agent Productivity & Low Hold Times?

Televergence is a telecommunications carrier with expertise in contact center technology and operations. They have a fully staffed, U.S. based Network Operating Center (NOC) and maintain an on-premise TDM to VoIP conversion program for legacy contact center platforms. Their Solutions Portfolio includes premium, all calls connect Inbound Toll-Free and Outbound Long Distance services for businesses with existing contact center technology, as well as those building a new contact center.

For businesses that want to initiate Inbound Toll-Free customer support or Outbound Long Distance for research or telemarketing, Televergence lets them evaluate the benefits of its services without making a long-term commitment. Customers can test a variety of solutions to better define system requirements.

For businesses that have legacy contact center systems like Acculabs, Asterisk, Avaya, Brooktrout, Dialogic, Noble Systems, Nortel, Survox, and/or Voxco (to name a few), Televergence can add capacity without having to end-life systems. The Televergence contact center Inbound Toll-Free and Outbound Long Distance services can run alongside legacy systems.

Key Features

- A premium all calls connect service
- Competitive, volume-based rates with no per port or trunk fees
- Ability to add or delete ports within minutes to ensure your contact center has adequate capacity
- Expertise in multiple contact center software systems including Noble Systems, Survox, Voxco, and others
- TDM to VoIP conversion program offered for systems not yet SIP enabled
- Connectivity options via public or private IP
- SIP trunks for both outbound and inbound calling
- High calls per second (CPS) capability
- Highest ASRs
- Carrier-class facilities
- Built to handle high volume premium dialer calls or high volume inbound calls
- Detailed reporting available on all calls: inbound or outbound
- Do not call and mobile blocking compliance
- Ability to dial out to toll-free numbers

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