TIG

Technology Integration Group®

Cloud Blu™

TIG CloudBlu, powered by Cameo Global provides a full suite of hosted Contact Center as a Service (CCaaS) solutions that rapidly bring the best technology and customer services tools to your organization's customer care team By relying on TIG's renowned technical team to deliver the contact center applications, you can focus on delivering customer service and value to your clients.

The heart of CloudBlu™ is the Cisco HCS architecture, built to deliver voice and contact center services through the cloud. TIG's CloudBlu powered by CameonGlobal contact center applications leverage Cisco's Unified Contact Center Enterprise (UCCE) as the core application system – delivering the market-leading platform for superior customer care.

TIG CloudBlu™ powered by Cameo Global Hosted Contact Center

CloudBlu™ delivers intelligent contact routing, call treatment, network-to-desktop computer telephony integration (CTI), and omni-channel contact management over an IP infrastructure. By leveraging Cameo's global data center architecture, customers can now have a seamless cloud services platform for reliable service delivery. This makes it easier for your company to rapidly deploy a distributed contact center infrastructure which improves overall productivity and end-user experience.

- **Increased Operational Efficiency**
- **Lower Total Cost of Ownership**
- **Improved Customer Experience**
- **Better Agent Retention and Productivity**
- **Smart Growth and Simplified Maintenance**
- **Seasonal Flexibility**

cisco Powered

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Key Contact Center Deliverables

Automated contact distribution (ACD)

Agents can manage multi-channel contacts and handle them based on the number called and an associated database of handling instructions.

Skills and precision-based routing

Contact centers agents can assign a call to an available agent of a specific skill group or with a specific precision attribute allowing only the available agents to be shown, and enabling warm or cold transfer.

World-class reporting and dashboards

Using a single reporting platform reduces training costs for users and developers and allows creation of new reporting queries and access to other external databases and data sources. A centralized platform allows you to measure and manage safe and secure delegated self-service with ease.

Interactive voice response (IVR)

The telephony menu system enables identification, segmentation, use of pre-recorded IVR messages, automated customer support, and routing of callers to the most appropriate agent within your team. This provides solution flexibility for architecture and simplified administration.

Additional Solutions Include

- Recording and quality management
- Workforce management
- Speech analytics
- ASR/TTS
- End-user reporting

TIG can work with your existing infrastructure to create a sustainable path forward to the next generation of contact center solutions in the cloud.

Contact TIG today to schedule your initial business and technology review with one of our trusted advisors. When you work with our team, you're making the choice of industry leaders. Call now to get started!

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