

Connect in the Cloud

Top 5 reasons
to move your
contact center
to the Cloud



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One cloud solution, best for all? No way!



You're a small contact center looking to grow your operations.

You're a large contact center that wants to go virtual.

We'll help find the best cloud solution that's right, just for you!

Whether you're looking to migrate your contact center operations towards an award-winning cloud solution, want to grow your operations in a more cost-effective fashion, or perhaps you're not sure exactly what you need, let us guide you through the selection process.

**We'll help you find the
multi-channel cloud
solution best for your
environment**

YOUR TOP 5

/ 01 FLEXIBILITY

A cloud solution is ideal for contact centers with growing or fluctuating demand. If customer demand increases, it's easy to scale up your cloud capacity and scale down as needed, delivering a real competitive advantage.



YOUR TOP 5

/ 02 ALWAYS HAVE THE LATEST VERSION

No servers or software to purchase or maintain. Software updates are regularly and automatically updated, including security updates. Onsite and virtual agents can work as one cohesive unit, using up-to-date software, from anywhere.



YOUR TOP 5

/ 03 OVERALL COST SAVINGS

A key reason to move to a cloud contact center solution are the \$\$ savings. No hardware costs. Easy setup and maintenance. Subscription-based model that's kind to your cash flow. Minimal IT investment.



YOUR TOP 5

/ 04 IT'S THE SAME GREAT SOLUTION

Call it cloud, but it's still the same great contact center solution with interactive dashboards, contact center analytics and insights that provide customers with the choice of channel – chat, SMS, email or call.



YOUR TOP 5

/ 05 IMPROVED COLLABORATION IN A SECURE ENVIRONMENT

Remote agents, teams and multi-sites can share real-time data and updates for instant analytics and reporting. Plus, storing sensitive data on the cloud is far safer than storing it on physical servers and data centers.



LET'S TALK CLOUD

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Inoria (formerly Quovim C3) is the North American partner of choice actively orchestrating the evolution of contact center operations. Inoria powers millions of customer interactions, passionately supporting organizations as they navigate their digital transformation journey through customized optimization, implementation and integration services. Agile, personable and human-centric, Inoria builds authentic relationships and champions success through inspired guidance, collaboration and innovative solutions. More than contact center expert consulting, Inoria is about enriching the customer experience.

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