What is Call Center?

2600Hz

2600Hz's Call Center app brings all the features and functionality you need into our new user portal, comm.land.

Our updated call center merges our basic and pro versions into one application and adds completely configurable dashboards and reporting functionality. Now embedded within comm.land, you can empower your end users' distributed workforce by offering one user portal for both their internal communications and call center needs.

Key Features

Deliver insights with customizable reporting and dashboards

Reduce frustration with the new callback feature

Coach agents in real time with eavesdrop/whisper/barge

Minimize downtime and holds with intuitive queue creation

Provide the right support with skills-based routing

Customer Support, Simplified.

The expectations of your end users' customers have never been higher. Help them meet and exceed those expectations with 2600Hz's Call Center.

With Call Center, your end users will be able to respond quickly to the constantly changing needs of their customers and still deliver on their KPIs thanks to our app's realtime dashboards and configurable reporting. Admins and agents alike can be empowered with intuitive queue creation, increased manager enablement, improved queue interaction, and a redesigned call drawer. And, most importantly, your end users' agents will always be available to provide their customers support with KAZOO's carrier grade reliability and security.

Start offering your customers a powerful call center solution today!

✉ sales@2600hz.com   📞 415-886-7900

Basic Features

| Your cost: $7/agent | > | Sell at $12/agent to 150 agents | > | Your Profit: $750/m $9,000/y |

Pro Features

| Your cost: $12/agent | > | Sell at $18/agent to 150 agents | > | Your Profit: $900/m $10,800/y |