



Boost Your Productivity and Delight Your Customers

Collaboration and Customer Experience Solutions

Exceed Expectations by Addressing Today's Challenges Head-on... in the Cloud

Whatever your priorities are for enterprise communications today or how they've shifted at lightning speed due to unprecedented business challenges, one thing is certain. The answers lie in the cloud. You simply cannot be ready for the unknown or deliver the next generation experience without it.

Power Your Business with Unified Customer and Employee Experiences

As you search for communications technology that bridges the employee and customer experience gaps, you'll find an integrated platform provides the highest level of reliability and security, as well as the best overall value. The Spectrotel platform, powered by 8x8, delivers the following key advantages:

- Simplifies company-wide collaboration
- Provides a single integrated secure and compliant framework
- Ensures the highest possible uptime with four levels of redundancy
- Offers cross-platform AI, analytics and reporting
- Provides a single point of accountability
- Makes implementation effortless
- Delivers consistent user interface and user experience across devices and media types

Unparalleled Choice and Flexibility

Increase your productivity by connecting your teams on a secure, reliable cloud platform. Experience the power of real choice and flexibility with a suite of services from the most basic feature set to enterprise-class AI solutions.

Your Plan, Your Pace

Each plan is designed to meet the requirements of specific users. Mix and match seat types and phones to create a communications solution tailored for your company. Choose what you use and when. Start with the immediate communications need, turn on other parts of the platform when you're ready.

The Power of One AI-driven Platform

Consolidate the data from your various channels into one place for easy access to complete, relevant and advanced analytics and data.

One Provider, One Integrated Solution

Spectrotel removes the silos between services, so customers get the most from their investment. Our integrated approach ensures that each component – communications, collaboration, connectivity, APIs, security, and contact center – all work together in a complete, seamless solution.

The Ultimate Customer Experience

From start to finish, Spectrotel makes it simple and easy. Our detailed discovery process ensures we understand all your requirements to craft the best solution. Our dedicated project managers take ownership to ensure no detail is missing, and once your solution is in place, our web tools make it easy to manage.

The Spectrotel Advantage

Meet the Demands of Today's Customers and Employees with Spectrotel's Suite of Services, Powered by Gartner Magic Quadrant Leader 8x8

Enable, Connect, and Empower Your Teams – No Matter Where They Are

Spectrotel's reliable and secure **Unified Communications as a Solution (UCaaS)** enables tailored solutions that make sense for your business needs.

- Provide a consistent user experience across mobile and desktop devices so employees can become productive quickly without having to learn to use individual tools
- Tap into the benefits of a remote workforce and attract nationwide talents by making it easy for employees to collaborate with each other from anywhere
- Complies with data security standards such as HIPAA, PCI, FISMA and the Privacy Shield Framework to protect sensitive information
- Direct integration provides enterprise-grade telephony and PSTN connectivity for CRMs, ERPs and many other productivity tools (e.g., Microsoft Teams)

Engage, Delight, and Extend Your Customer Relationships

To boost engagement, collaboration and operational effectiveness, you need the ability to design customer experiences (CX) that delight with every interaction. Spectrotel's **Contact Center as a Solutions (CCaaS)** is the foundation you need, providing critical information via speech analytics, sentiment analysis, and behavior analytics to inform and guide future CX.

- Reduce IT dependency with an all-in-one, fully browser-based product that requires no downloads, no coding, and no hassle
- Activate agent potential with timely feedback, intelligent coaching and collaboration tools for continuous improvement
- Support new ways of working with unified collaboration tools and easy access from any device, anywhere
- Act with confidence with AI-powered recommendations for agents, supervisors and contact center leaders

Support, Inform, and Engage Your Customers More Effectively

Customers must often navigate through multiple channels and platforms to access a company's products and services, and yet they still require a top-notch user experience. Our **Communications Platform as a Solution (CPaaS)** platform allows you to stay connected with your customers at any point within their journey, streamlining the customer experience with real-time communications. The use cases for CPaaS are endless – from delivery support to retention marketing, to reminders and alerts.

Build real-time customer engagement across all channels:

- SMS – simple, turnkey solutions for customer verification or customized communications
- Chat Apps – provide interactive, low-cost, first-level customer support through a single API with access to all chat apps
- Video – enjoy real time agent/user communications within mobile apps or websites
- Voice – call masking, advertisement response tracking
- Solutions – Manage all your campaigns through the customer portal and dashboards

Modernize the Enterprise

See how Spectrotel's Collaboration and Customer Experience solutions can help you modernize communication experiences, eliminate organizational silos, boost employee productivity, delight customers, and unify data to reveal deeper insights for smarter decisions and a more agile business all through one platform and partner.

Contact us for a free demonstration.



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**Human Crafted.
Enterprise Optimized.**