Smart Choice Communications' Smart Contact Center Receives Internet Telephony Hosted VOIP Excellence Award

Smart Choice Communications Honored for Delivering Exceptional Contact Center Solution

New York City, Nov 5, 2020 (Issuewire.com**)** - **Smart Choice Communications (SCC)** announced today that they have been named an INTERNET TELEPHONY Hosted VoIP Excellence Award winner for 2020.

Basil Stepanov, SCC's Chief Technology Officer, states, "Our all-in-one cloud-based Smart Contact Center's array of features uses real-time data to empower agents and businesses to deliver outstanding customer service. Our integrated queues have led our multifaceted solution to help numerous call centers turn callers into customers."

Stepanov continued, "We're extremely excited to be awarded for the fifth time in a row by TMC. Customized to the needs of your business, our reliable, secure, and customer-focused Smart Contact Center removes digital barriers to deliver a smarter customer experience."

As COVID-19 swept the nation, multiple companies partnered with SCC to maintain their momentum of providing best-in-class customer service. Healthcare, a crucial industry during the peak of the pandemic, required robust tools and features to keep up with their patients' demands, challenging SCC to continue innovating its Smart Contact Center - a feat that the company championed.

Robert Parkinson, CFO of Turning Point Inc. stated, "Our call center receives 150 to 200 calls daily from potential clients who need alcohol and drug treatment. Implementing the SCC software has significantly improved our ability to connect with our potential clients and get them the help they need faster."

Parkinson continued, "We've achieved a higher customer service level through flexible and smart call routing protocols, ease of use, analytics, and specialty call disposition programming. Our business is not managing a phone system. It is saving lives - and SCC has enabled us to keep our eyes on our mission."

Businesses must turn to less traditional channels to provide a better customer experience. What differentiates Smart Choice Communications from the rest is their ability to act as consultants to their clients, providing informed guidance on ensuring organizational efficiency through their technology and award-winning 'White Glove Service.' Their multi-channel Smart Contact Center not only benefits customers and agents, but managers, executives, and business owners as they view the operations of their business in real-time.

Echoing Robert Parkinson's testimonial, some of the Smart Contact Center's most dynamic features also include sentiment analysis, CRM and UC integration, open platform APIs, agent summaries, call statistics, and live queues, to name a few.

"Congratulations to Smart Choice Communications for being honored with an INTERNET TELEPHONY Hosted VoIP Excellence Award for innovation in IP communications. Smart Choice Communications has consistently demonstrated outstanding quality and has delivered exceptional solutions for its customers," states Rich Tehrani, CEO, TMC.

The 2020 INTERNET TELEPHONY Hosted VoIP Excellence Award winners will be published on the

INTERNET TELEPHONY magazine online.

About Smart Choice Communications

Smart Choice Communications is a technology company based out of New York City with a unique portfolio of solutions including UCAAS, collaboration, software and analytics, dedicated contact centers, security, infrastructure, and managed connectivity. Through its unsurpassed white-glove service and 24x7x365 U.S. based support, it has grown to become one of the largest award-winning PBX/SIP providers in North America. For more information, please visit smartchoiceus.com.

Media Contact

Smart Choice Communications

vcaro@smartchoiceus.com

Smart Choice Communications, 7 Times Square, 17th Floor, New York, NY 10036

Source : Smart Choice Communications

See on IssueWire