

## Brief Overview

We can provide you with the technology necessary to ensure your contact center can stay operational in the event of an unexpected disaster.

## Key Features

- Full contact center solution
- 99.99% uptime
- Geographically redundant data centers
- 24/7/365 Network Operations Monitoring
- Route to agents located anywhere
- Agent, Admin, and Supervisor access from anywhere
- On-demand scalability

## » inContact's Disaster Recovery Capabilities

### Built-in business continuity functionality in case of disasters and other emergencies

Contact centers are a critical part of a company's operations. But, many cloud-based contact center solutions as well as premise deployed solutions are not built to withstand disasters and accommodate flexible emergency planning. These deficiencies can have a disastrous impact on the company's image and bottom line.

Whether it's flooding, a hurricane or an earthquake, there are many examples that demonstrate how quickly and unexpectedly a major event can happen that impacts business operations. Not only is there lost revenue when disaster strikes, but there are often long-term consequences as a result of being shut-down or delivering a less than satisfactory customer experience.

Although we hope that your contact center will never be affected by a disaster, inContact can provide you with built in business continuity functionality just in case.

- inContact's 99.99% guaranteed availability
- Geographic redundant servers to minimize risks
- Ability to route calls to agents located anywhere
- Ability to move operations if needed
- Deploy at-home agents
- Deploy a temporary center
- Flexibility to quickly adjust plans if needed
- Not dependent on hardware vulnerable to outages
- Ability to scale up and down on-demand as needed
- Cloud based delivery model allows for quick deployment