

Enabling Systems Integrators To Deliver In The Cloud

Bring your clients the best contact center technologies available with confidence.

In the systems integration business your clients look to you to bring together the best solutions in a seamless package. And as an unbiased expert, you not only need visibility into the vendor landscape in any given industry but also a general understanding of the solutions they offer.

inContact, a pioneer in the cloud contact center for the past decade, has developed an innovative and award-winning platform. The inContact Partner Program provides you with the tools and product insight to be able to represent our industry-leading solutions to your clients as bonafide experts. Some of the unique highlights of our program include:

- Training and certification – We give you the training and offer the certification programs to make you the expert. We also certify implementation partners who can deliver pre-designed implementation packages.
- Flexible engagements – Whether you want to work with your client exclusively or partner with an inContact technical expert on a particular deal, we can accommodate your style.
- Pre-built integrations – inContact has native built integrations in Salesforce.com Oracle RightNow, Zendesk and other CRM platforms, as well as a track record of dozens of custom integrations. When you go into a deal where integrating multiple contact center elements is critical, you can know that inContact will work.
- Compensation options – If your business model is to open revenue streams from solutions we offer a range of partner compensation models. Nevertheless, if your company prefers not to accept compensation from technology vendors, you can be certain you will be presenting your clients with the best possible solution.

Why inContact?

inContact is the only provider to offer core contact center infrastructure, workforce optimization in the cloud plus an enterprise-class telecommunications network for the most complete customer interaction solution.

inContact also leverages the developer community with APIs, Plug-ins and SDKs to arm your customers with the solutions they need. From Salesforce apps to Oracle CRM integrations, our experience across the enterprise is unmatched.

For more details on how you can partner with inContact, reach out to the inContact Partner Onboarding Department:
Phone: (877) 317-1732
Email: partners@incontact.com

Key Features

- Industry-leading margins
- White label programs available for qualified partners
- Support – dedicated Partner Managers to assist in business development for sales and marketing
- Access to programs and funds – participate in Marketing Development Programs and lead generation campaigns utilizing inContact campaign assets
- Partner portal – access white papers, co-branded sales materials, industry data sheets, videos and more
- Training and demonstrations – whether it's meeting in person, virtual classrooms or webinars, we'll help you become inContact solution savvy