Evolve Contact Suite: ECS

Evolve IP's omnichannel contact center provides organizations with a sophisticated, cloud-based service that delivers real business value. It provides your contact center managers with more control and deeper insight into operations that can't be achieved with cumbersome on-site equipment and systems.

By establishing a single, cloud-based contact center, businesses can easily streamline operations and maximize staffing. Managers can experience unparalleled control and visibility into their virtual contact center ecosystem through advanced features such as reporting, call recording, exclusive dashboard and administrator tools. With a cloud-based contact center such as Evolve IP's, businesses can integrate with multiple CRM applications, personalize interactions for each customer and deliver a world-class customer service. Leverage Evolve IP's redundant and compliant cloud architecture to enable business continuity while also unifying multiple locations and remote agents on a single, integrated platform.

- ECS - Business Continuity Planning
- ECS - Configuring Clearlogin for Agent Application
- ECS - How to Collect ECS Application Logs
- ECS - How to Re-Install an ECS application
- ECS - Network and Client Workstation Requirements
- ECS - Password Policy
- ECS - Post Release Testing