The Enterprise Cloud Contact Center for NetSuite

Whether you have 10 or 10,000 agents, we've got you covered!

- **Drive More Sales**
- **Transform Customer Service**
- **Automate Workflows**





Blended Voice, Live Chat, & ChatBots, SMS/MMS, Fax, Email



Blended Screen Pops, **CRM Power Dialer, IVR** Self-Service, SMS Alerts



Complete Cloud Systems with IVR, ACD, Intelligent Routing, Bundled VoIP



Comprehensive Agent and Queue reports, Real-time **Dashboards & Alerts!**



are easy to use



Multichannel features that VoIP and WebRTC Support in over 150 Countries



Made for the Cloud, proven performance



Global scalability with no hardware to maintain

Trusted by Leading Global Brands



























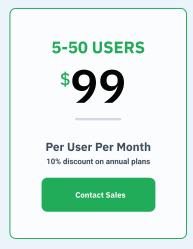


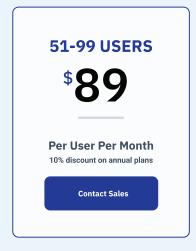


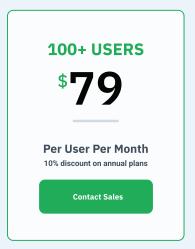


Enterprise Suite, SME Price Point!

No Extra Costs. No Hidden Anything. Pay Per User







Our Contact Center packages include all features out of the box. Stand-alone PBX add-ons are available at a discounted rate of \$10 monthly per user.

Every Feature In Every Plan.



MULTICHANNEL SCREEN POPS

Pop up any NetSuite screen (Case, Contact, Sales Order, etc.) by queue or channel



CLICK-TO-DIAL

No more dialing! Click a phone # in NetSuiteand Contivio will call



POWER DIALER with SCREEN POPS

Launch Preview & Predictive dialing campaigns from NetSuite Marketing Lists



LINK-TO-CALL

Save your call activity to any record in NetSuite (Cases, Contacts, etc.)



DYNAMIC SMS UPDATES

Automatically text customers when their order ships or case is complete



ACTIVIY LOGGING

Automatically save call recordings notes and dispositions in NetSuite



AUTO-PAUSE CALL RECORDING

Pause call recording automatically when using the Credit Card field in NetSuite



CASE MANAGEMENT

Screen pop a new or existing case based on the customer's phone #



SELF-SERVICE IVR

Provide an automated status update based on order or case field in NetSuite



SCHEDULED CALLS

Book calls in NetSuite and Contivio offers the call at the scheduled time



LEAD AUTO-DIALER

Automatically dial a new lead minutes after a web form is submitted



POST-CALL SURVEYS

Survey customers over the phone or via SMS and save responses in NetSuite