



Why  
**CCI Cloud PBX**

is the perfect fit for your  
customers



*2023 CCI President's Club in*  
**THE BAHAMAS!**



March 2023  
Atlantis Resort, The Bahamas

# WHAT'S INCLUDED



**ROUND TRIP  
AIRFARE**



**EXECUTIVE  
TRANSPORT**



**ALL  
INCLUSIVE**

**5 Days 4 Nights**

# HOW TO QUALIFY



**\$30,000 Net New MRC**

Minimum 2-year contract. Qualifying products & services include:

CCaaS / CX - Contact Center

Co-Location

Conference Calling

Cybersecurity

DDoS - Mitigation

Dedicated Internet

Local Voice Services

Long Distance

LTE Business Internet

Network Detection & Response

Private IP Networks

SD-WAN

SIP

Toll Free

UCaaS

Video Conferencing

Wide Area Networks

4G / 5G Wireless Backup



**Qualify by July 1, 2022 for a  
\$1,000 cash bonus!**





## Presenters & Panelists

**Kevin Francis** – Director of Sales

**Nathan Harward** – Director of Voip Operations

**Susanne McHugh** – National Channel Sales Manager

**Mark Gieselmayr** – National Channel Sales Manager

**Heather Alvarez** – Product/Account Manager

# About Us

**CCI Network Services is committed to “building relationships for life” by setting the standard of excellence for our customers with best-in-class service, support and savings.**



# Today's Takeaways



What is CCI Cloud PBX?

How can CCI Cloud PBX benefit my customers?

How can I win with CCI?

# What is CCI Cloud PBX?

Virtual PBX

Hosted PBX

Cloud phone system

UCaaS





# CCI Cloud PBX is...



Feature rich with call center functionalities and API integrations available



Easy to use



Scalable

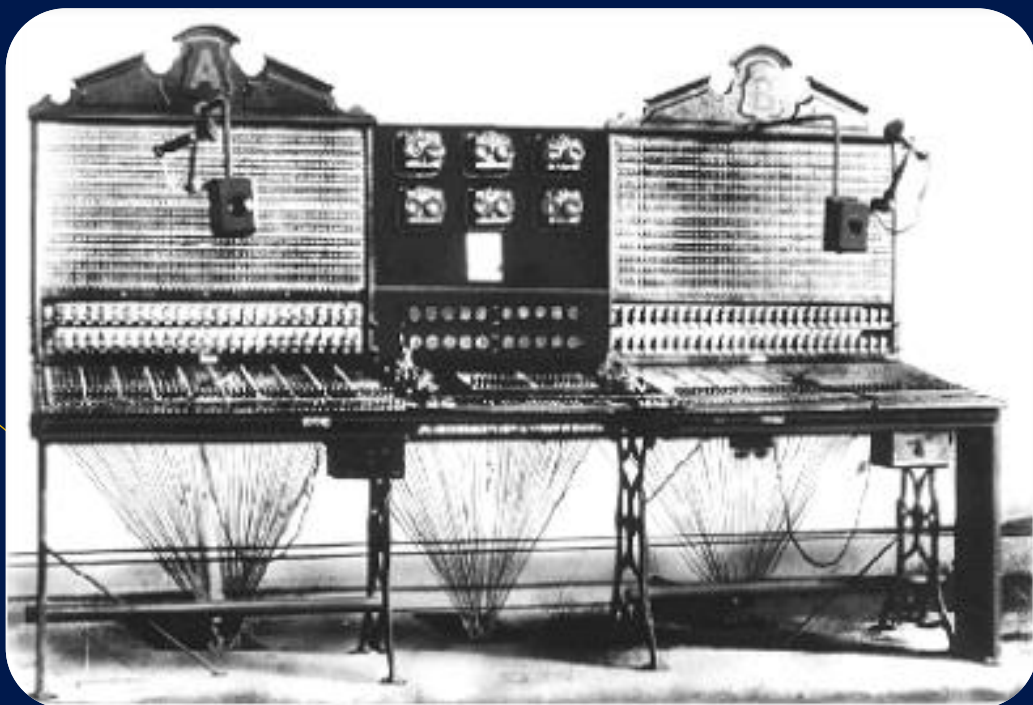


Priced simply



Backed by CCI Support

# What problems did CCI Cloud PBX solve?



Route calls to specific agents based on location & skill level

Manage & track agents

Integrate CRM & file storage



Feature rich with call center functionalities and API integrations available



Easy to use



Scalable

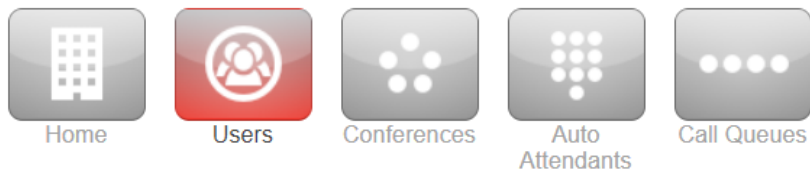


Priced simply



Backed by CCI Support

# Demo



## Users

Users Sites

Enter name, extension, site or dept.

Add Ring Group

Name Extension Depart

Name Extension Depart

(3001) CONTACTS

**A**

HEATHER ALVAREZ 9472

**B**

RYAN BEATTIE 9493

CRYSTAL BIRD 9481

KIMBERLEY BREWER 9498

**C**

SCOTT CEDERLOF 9476

Contacts

ADMIN ACCESS

Set a status message

All

AD	Alexa Dinger-Hansen	4378
BW	Brad Wilfert	9492
BP	Brian Phillips	9475
CG	Chris Gose	9495
DG	Daniel Gibson	9473
ES	Emily Schmidt	9477
GH	Gose Home	150
HA	Heather Alvarez	9472
HA	IN a meeting with Kim	

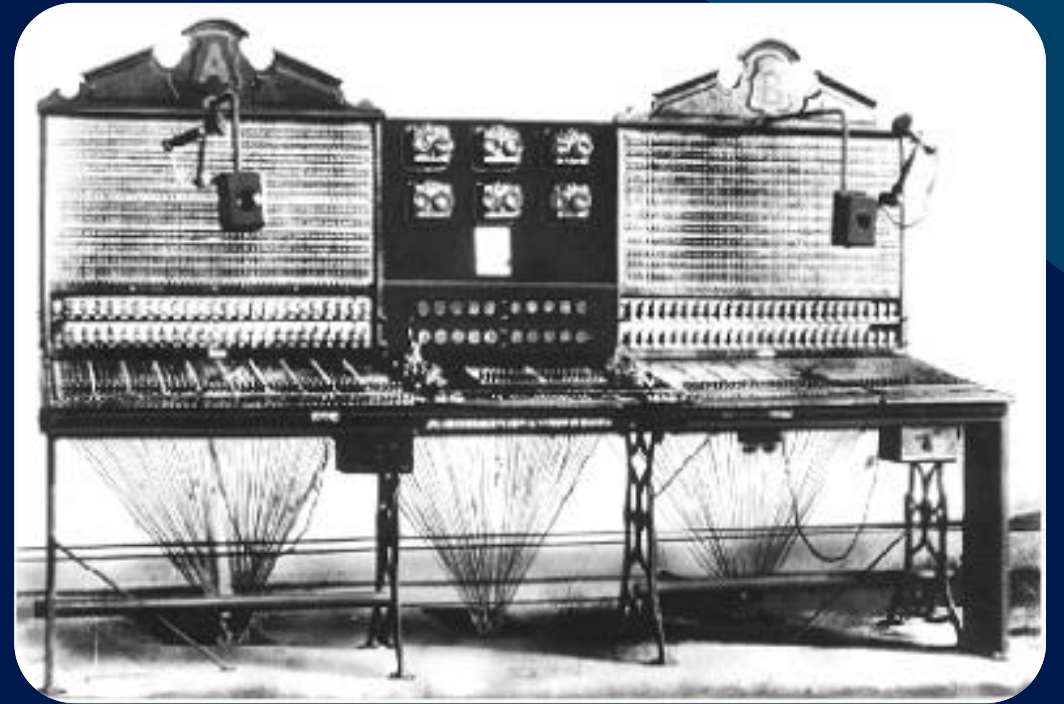
# What problems did CCI Cloud PBX solve?

Call routed to queues by state

Tagged campaigns & linear cascade routing

Daily supervisor reports

API integration for long-term call recording storage



# What other types of industries can benefit from CCI Cloud PBX?





Feature rich with call center functionalities and API integrations available



Easy to use



Scalable



Priced simply



Backed by CCI Support

# TWO PACKAGES... what's included

## Essential

- Inbound & Outbound local + LD\*
- 1 DID with 911 & CNAM
- Voicemail & mobile app
- Auto Attendant
- Time of day routing
- Answering rules (Find Me)

## Enterprise

- All Essential package features PLUS
- Up to 1 call queue included with each seat
- Call center agent & queue statistics
- Call center supervisor dashboard & reporting



# Add phones

- Avaya
- Cisco
- Grandstream
- Linksys
- Polycom
- Snom
- Yealink



# YEALINK PHONE OPTIONS



## Yealink SIP T-53



Entry level  
phone

## Yealink SIP T-48



Mid-level  
phone

Available for rent or purchase



# Essential

Starting at

**\$21.95**

Per seat license



# Enterprise

Starting at

**\$29.95**

Per seat license



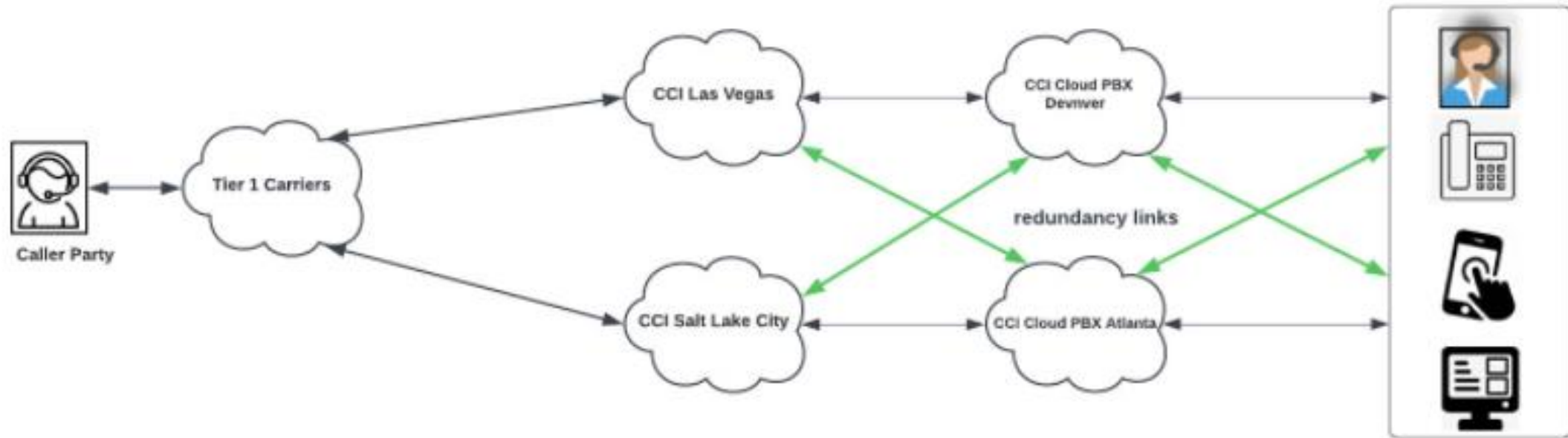


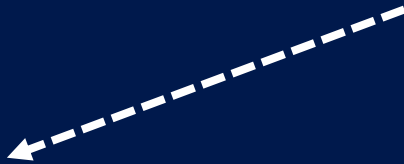
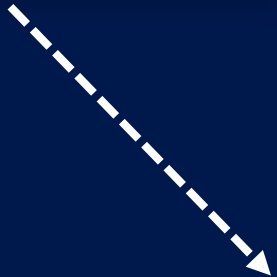
# Tech Talk

with Nathan Harward

Redundancy

API  
integrations

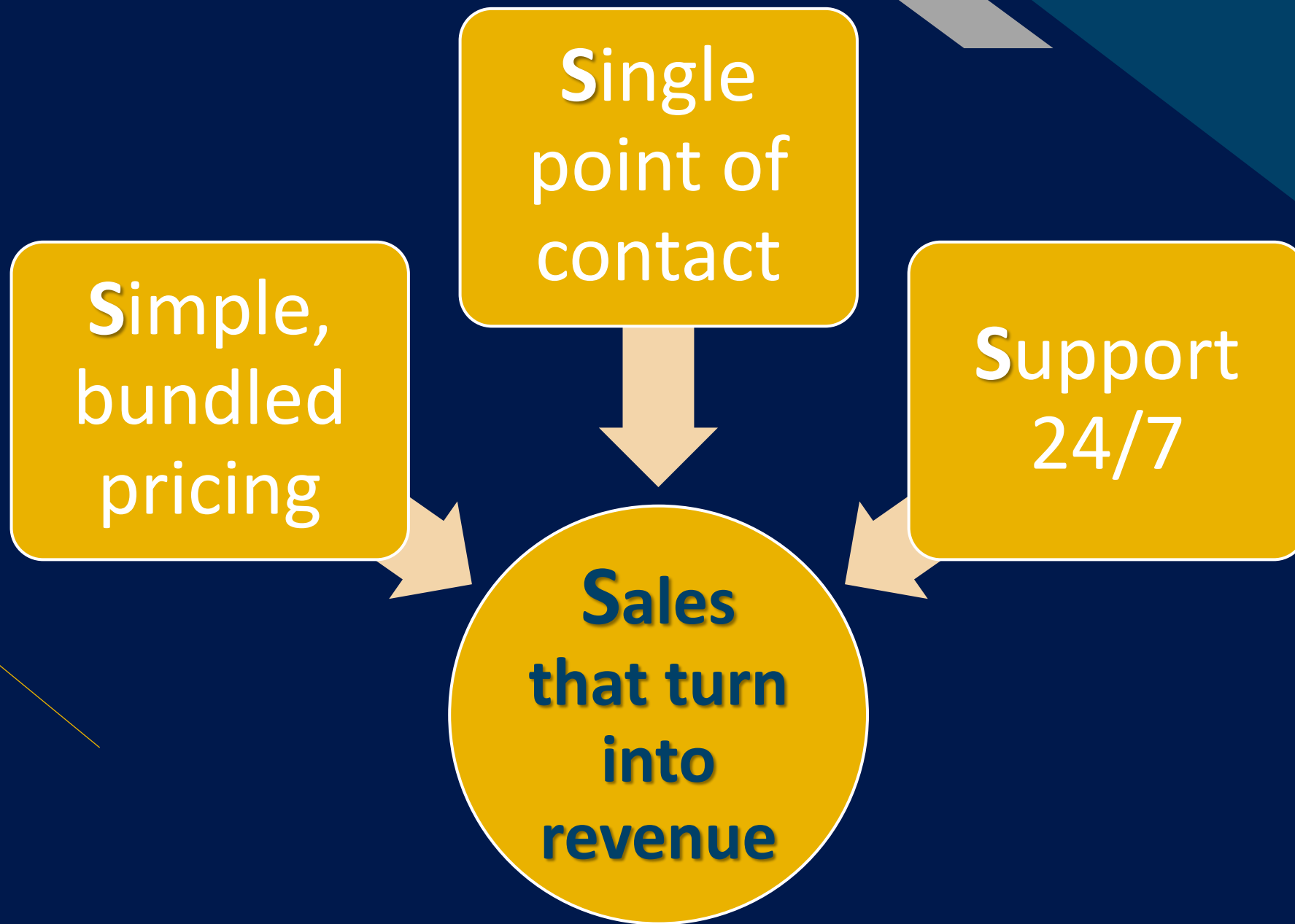






# The CCI Advantage







# Questions



**NGNCloudComm**



Today customers engage by Voice, Email, Chat, Text Message, Social Media, and more. You need your agents to be able to connect however your customers choose but within a controlled environment. NGNCloudComm provides a true omni-channel system for your contact center.



Demo the future of Contact Center technology!

# See you next Month!!! We will discuss our CCaaS Grupo NGN

## Let Your Only Limitation Be Your Imagination

**Date:** Thursday May 26, 2022

**Time:** 10:00 AM Mountain Time

**Topic:** CCaaS Grupo NGN

**Location:** Zoom Webinar

For an invitation send an email to [sales@ccicom.com](mailto:sales@ccicom.com)



**NGNInsights**



NGNInsights uses science backed live feedback and gamification processes to empower agents to be self motivated and gives your supervisors tools to focus on real management not just spreadsheet analysis.



**NGNShadowCoach**



Coach your agents from anywhere with our workstation monitoring solution. View your agents' screens and listen to their audio from your web browser while sending them live chat messages.





**Thank You.**  
**Let's schedule a full  
demo!**



Kevin Francis



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