

September 8, 2017, Nextel Netherlands and CC4Skype signed a distribution agreement to start a collaboration. CC4Skype provides a Microsoft-certified Omni-Channel Contact Center solution with native integration with Skype for Business.

Details of the release

When Skype for Business is used as a traditional telephone system, in general it is because it lacks generic operator and specific Contact Center functionality. With the integration of CC4Skype, customers can integrate contact center, CRM and Unified Communications functionality, thus achieving professional and high-quality customer contact.

Nextel offers customers a broad portfolio of communication and networking solutions through its extremely comprehensive partner network. Always looking for innovations in the market, they noticed a growing demand for a Customer Contact solution on the Skype for Business platform. CC4Skype offers the most appropriate solution. With the addition of this solution in its portfolio, Nextel expands its position on the Dutch UC market. Nextel's substantial partner network throughout The Netherlands is an important and valued addition to CC4Skype's sales channel.

"The world continues to change, as does the Contact Center market. Organizations can not afford to stay behind in competition and are therefore constantly looking for new ways to improve their customer contact as one way of moving ahead of their competitors. With CC4Skype, we can offer our customers an intuitive, affordable and scalable Customer Contact solution on top of their existing Skype for Business platform."

An excellent Contact Center solution that truly adds value to Nextel's broad and distinctive portfolio," said Ed Jans, Managing Director of Nextel Netherlands.

"This is a great opportunity for both parties," according to Gerry de Graaf, Global Channel Leader of CC4Skype. "Nextel has an extensive partner network in The Netherlands. With its broad knowledge of Contact Centers, Unified Communication Solutions and its partner network, Nextel can respond well to the wishes of its customers. The power of each organization lies in communication. Nextel and CC4Skype joint can help customers to optimize their customer contact and excel in their communication."

About Nextel

Communication applications connect people within organizations and connect organizations with customers. Good communication enables employees and clients to share knowledge and issues and make decisions. Nextel has years of experience with Enterprise communication platforms, solutions for both SMEs and large-scale users. Nextel offers a wealth of training for resellers, up to the highest level. Combined with years of experience and specialist knowledge, both commercially, technologically and operationally, you provide a solid foundation.

About CC4Skype

CC4Skype offers customer care software for intuitive customer contact. The solution is completely developed for and integrated with Skype for Business. Simple in implementation as well as in use, not only for the customer contact branch but also for receptionists and operators. Professional real-time dashboards and historical reports are included. The client, supervisor, operator and administration interfaces are designed from the users' perspective. Because of the chosen development method, the customer care solution for Skype for Business is trustworthy and scalable.

Contact

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