



BCN Cloud Voice Call Center Solution

BCN Cloud Voice Call Center is a fully managed, cloud-based solution designed to optimize every customer interaction. Built with intelligent call routing, real-time analytics, and robust quality monitoring tools, it gives businesses the flexibility and insight to improve service delivery and drive performance.

The platform includes advanced features like skills-based routing, call recording, customizable queue management, and live supervisor dashboards—empowering teams to respond faster and more effectively. With support for remote and hybrid work environments, BCN's solution helps ensure compliance, enhance training, and streamline operations across every call center touchpoint.

Ideal for SMBs in industries like hospitality, healthcare, real estate, and professional services, BCN Cloud Voice Call Center delivers the tools and visibility businesses need to provide exceptional service—anytime, anywhere.

Ideal for Many Businesses

Small to mid-sized businesses that rely on high-touch customer interactions will benefit from incorporating the BCN Cloud Voice Call Center solution:

- Hospitality & Hotels
- Customer Service & Help Desks
- Real Estate Agencies
- Transportation & Delivery Services
- Accounting & Tax Firms
- Veterinary & Healthcare Clinics

Key Features

ADVANCED CALL ROUTING & DISTRIBUTION

- Skills-based, time-of-day, or caller-input logic
- Configurable call queue thresholds
- Callback in Queue

REAL-TIME ANALYTICS & REPORTING

- Live dashboards with actionable KPIs
- Custom and scheduled reporting
- Agent and queue performance insights

CALL RECORDING & QUALITY MANAGEMENT

- Recordings for compliance and training
- Monitor, whisper, and barge capabilities for live coaching
- Retroactive call annotations and wrap-up states



AGENT & SUPERVISOR CAPABILITIES

- Log in/out of queues and multiple active devices
- Manage agent status and view queue performance
- Custom dashboards, real-time alerts, and historical data

FULL WEB, DESKTOP & MOBILE ACCESS

- Designed for hybrid and remote work environments
- Supervisor visibility across locations and teams

WE ARE BCN

A managed network and technology solutions provider with the flexibility and experience to address every need uniquely. Creating tailored solutions based on the portfolios of 100's of wholesale network & technology partners.



SINGLE PROVIDER
A single-source for custom-configured solutions.



UNIFIED BILLING
All services at all locations on one monthly invoice.



CUSTOMER CARE
Single point of contact for U.S. - based support.



OUR LEGACY
Decades of experience and thousands of business customers.