

Cloud5 Contact Center



Move Your Customer Communications Beyond the Transactional to the Transformative

Across more than 6 million calls per year and a workforce of 1000+, Cloud5's award-winning contact center has helped some of the world's most discerning brands.

Transform inbound calls into revenue through a sales culture that incentivizes up-selling and conversions to drive significant value & differentiation. For example, some Cloud5 clients in the camping industry have seen inbound sales 10 points higher than industry bookmarks.

Transform customer experiences by operating as a seamless extension of the client brand and delivering on our 25-year reputation for proficient contact handling.

Transform their traditional call center into a full stack communications hub that can efficiently and effectively meet the omnichannel needs of the 21st-century customer - from standard calls to digital engagements, social media interactions and reputation management.

Transform expectations for the performance of an external contact center through a high-touch approach built on a foundation of transparency, accountability and results.

Cloud5 Advantage

- 25-year history serving some of the world's most discerning brands
- 1000+ of the industry's most experienced and tenured agents and staff
- Global coverage with 3 locations onshore and 1 offshore
- Exceptional training and brand immersion that creates brand advocates
- State-of-the-art, tightly integrated omnichannel communications / operations platform
- Transparent operations and culture of client accountability
- Solid financials and dedicated ownership

Powered by expert agents with a passion for your brand, Cloud5 delivers higher call conversions and greater revenue.



More Than a Call Center



A Communications Partner

We are more than just a call center. We are a comprehensive communications partner that is dedicated to representing your brand across a wide variety of communication needs, including:

- CRO Sales Optimization
- Client Relations
- After Hours and Call Overflow
- Membership/Jet card/Fractional Program Support
- Customer Retention & Escalations Management
- Group Sales Desk Support
- Franchise Help Desk Support
- Property RFP Response Support
- Email/Chat/Social Media Support
- Executive Escalation Support
- 24x7 Travel Care & Support
- Advanced Data Capture & Analysis

Reviews

Cloud5 partners with some of the world's most discerning brands to deliver superior level service...but do not take our word for it:

“ The leading scoring provider for a global leader in member rewards for more than 5.5 consecutive years.



About Cloud5

Cloud5 is a comprehensive IT solutions and services provider, offering Internet solutions, Voice services, Managed IT Services and Contact Center services for companies across the Americas.

For more information visit: www.cloud5.com