

# Your contact center platform, evolved

Take your contact center software to the next level by integrating our global voice and messaging for better customer and agent experiences.



## Keep agents and customers happy

With clear-cut pricing, unrivaled technical support, and automated porting and provisioning, you have all the ingredients of a product that users will love.

## Build better cx, for your customers & theirs

Enable omnichannel CX builds for your customers while you improve yours. Unlike network aggregators or local incumbents, our geo-redundant global network will give your platform access to the PSTN in 60+ countries.

## Trusted by top CCaaS leaders

Bandwidth powers the contact center industry. We're built for enterprise-grade software, and power top providers like NICE inContact, Five9, 8x8, and Genesys. With Bandwidth powering your CCaaS offering, you can:

- Gain 5x carrier redundancy for maximum resiliency
- Trigger ports, order, provision, & manage numbers in real-time
- Integrate messaging, voice, and 911 via APIs
- Convert PRI trunks to scalable SIP trunking
- Easily access calling & billing detail records



Voxbone (now Bandwidth), is there to do the heavy lifting. They've already done the hard work for us. As we expand in new markets, they give us an advantage.

**NICE**  
inContact

## Differentiate your platform the easy way



### Migration has never been easier

With organizations shifting to hybrid work models, the need to move from on-prem to the cloud has accelerated. We can power your SIP trunking as you remove those costly TDM and PRI connections in favor of a more scalable and cost-efficient SIP solution.



### Radical resiliency

The need to avoid being single-threaded is crucial to your contact center solution's success. Bandwidth's global network has full geo-redundancy for flexible, private connectivity from your platform to ours.



### Global domination, easy as API

Managing multiple vendors with different availability of communication channels and APIs is a hassle. With Bandwidth, you get the only global communications network that connects you directly to the PSTN in 60+ countries. All on one platform.

**WANT TO LEARN MORE?** Visit [www.bandwidth.com/ccaas](http://www.bandwidth.com/ccaas)

