

# Better Together: Why Unified Communications + Contact Center Drive Improved Business Outcomes



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Research from Metrigy shows that organizations that integrate unified communications with an omnichannel contact center gain significant benefits, including:

- Increased agent productivity
- Improvements in customer satisfaction ratings
- Increase in annual sales
- Cost savings and contract simplicity

Zoom Contact Center combines the power of a leading unified communications platform with omnichannel support solutions to elevate the experience for your customers as well as your agents.

Learn more about the benefits of unified communications + contact center in this white paper from Metrigy!