

IP CONTACT CENTRES

OFFER NEW CHANNELS, BETTER SERVICE AND LOWER COSTS

PROPOSITION SUMMARY

OUR HOSTED IP CONTACT CENTRE LETS YOU CHOOSE HOW YOU MANAGE ALL YOUR CUSTOMER INTERACTIONS, ACROSS MULTIPLE CHANNELS

WHY CHOOSE AN IP CONTACT CENTRE?

- **ENHANCE CUSTOMER EXPERIENCE**
- **REDUCE COSTS AND RISKS**
- **IMPROVE BUSINESS EFFICIENCY**
- **INCREASE SALES AND MARGIN OPPORTUNITIES**
- **ENHANCE AGENT PERFORMANCE**

HOW OUR IP CONTACT CENTRES WORK

Our hosted IP Contact Centres are based on industry standard platforms from leading vendors, allowing you to incorporate your legacy call centre systems and applications into our range of contact centre solutions. This lets you progress from a voice-only call centre to multi-channel contact centres handling inbound and outbound voice calls, emails, web interactions such as text chat and page sharing, plus automated transactions using speech recognition applications.

Our centralised IP Contact Centre infrastructure can save you money by replacing your multiple ACD platforms, and reduce your workload by consolidating all your configuration and management reporting into one central source.

It can also integrate your existing customer databases, CRM system, work force management and voice recording applications, and make them available to all your agents.

KEY FEATURES AND BENEFITS

- Enhance customer experience:
 - Integrate communication channels
 - Provide an individual service experience
 - Self and assisted service options
 - Immediate access to subject matter experts
 - Proactive and preventative customer engagement.
- Reduce costs and risks:
 - Consolidate your contact centre estate
 - On-demand model aligns to your business
 - Reduce management complexity
 - Effectively deal with demand peaks
 - Mitigate risk of disaster.
- Improve business efficiency:
 - No constraints due to geographical boundaries
 - Use collaboration tools to connect front and back offices
 - Provide a more effective and efficient customer service
 - Optimise and equip your workforce to provide a superior service.
- Increase sales and margin opportunities:
 - Make every customer interaction a service and sales opportunity
 - Maximise your agents' selling time
 - Focus on the lifetime value of your customers.

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■ Enhance agent performance:

- Connect customers with the right person first time
- Reduce pressure on agents during busy periods
- Make flexible working easy – from anywhere at any time
- Harness and develop agent skills – remove mundane tasks and optimise sales leads.

WHAT OUR CUSTOMERS SAY

“The new converged IP environment delivered by C&W Worldwide has transformed the way we work and the levels of service we provide to our customers.”

MIKE TEMPEST,
CUSTOMER SERVICES DIRECTOR, THAMES WATER

TARIFF STRUCTURE

In a highly competitive economic environment, reducing your capital expenditure can be vital. A hosted IP Contact Centre offers procurement models that fit your business requirements.

SUPPORT

- We maximise the benefit of transforming your call centre and reducing migration risk, while upgrading at a pace that suits you.
- We set up the service as you want it and provide training to ensure maximum benefit.
- We proactively monitor, maintain and ensure software is up to date, so you can concentrate on running your business.
- We base our hosted solutions on Cable&Wireless Worldwide's highly resilient network, so you can be confident of consistently excellent availability.
- Optional dual access paths and geographic diversity ensures resilience.

WHAT THE INDUSTRY EXPERTS SAY

“A strong range of products – all launched, all proven, all based on forward-looking technology.”

CURRENT ANALYSIS

To see how IPCC can improve your call centre performance while cutting your workload and costs, please contact us:

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