



MULTIPLE CONTACT TYPES SUPPORTED:

- Inbound & Outbound voice
- WebRTC
- Web Chat now
- SMS
- Social Media
- Email
- Control & Reporting
- Customer Feedback

CONTACTONE

OMNI-CHANNEL CONTACT CENTRE Multi Channels - One Experience

Customers want to contact you through the channel that suits them and switch channels with the least effort – just one continuous conversation with no repeats. Contact centres want a real-time audit trail of a customer's interactions and the means to manage a consistent experience across all channels.

True omni-channel delivers all these capabilities for a better experience, and a better experience means better relationships.



One single
audit trail of
your customer's
journey

Contact One's cloud platform supports an integrated contact centre system and intuitive agent desktop. Our Multi-channel Contact Centre provides a seamless personalised experience with continuity of support for each customer as they move from one chosen channel to another. Agents have one view of the customer with the full thread of the conversation across all channels, including satisfaction surveys.

Voice - all the advanced features you'd expect for high performance contact centres (skills based routing, call queuing and position, call back).

WebRTC - (Real Time Communications) - voice communication without the need for a telephone number, plugins or call charges.

Web Chat now - prompt website users to chat at selected points in their journey.

SMS - route text requests to specific agents using keywords and responses from outbound campaigns. Send automatic text messages following the outcome of key activities such as; a call, reminders, delivery updates.

Social media - monitor, filter and compare mentions across multiple social channels, online media and forums from one inbox and wallboard. Prioritise and interact with customers via social and other channels.

Email - access, search and respond to email contact from the same tool bar.

Control and reporting - a unified, consistent interface for agents, supervisors and managers to control and report on all customer interactions across all channels.

Customer feedback - complete the customer journey picture so customers can instantly respond to surveys in any of the chosen channels - post IVR and call, email, chat, SMS and social media.

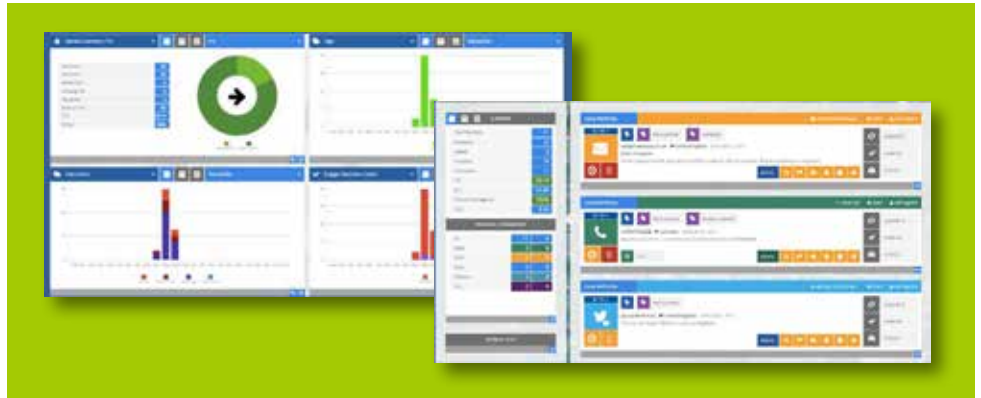
We support multiple channels to suit your contact strategy; real-time voice, assisted channels (web chat), digital channels (email, social media, SMS) and self-service (speech recognition). Additional channels can easily be integrated as you get to know which ones your customers are most receptive to and why.

Manager & Administration Desktop

- Real-time monitoring and performance of campaigns and agents with consistent information across all channels.
- Traditional wallboards are configured to compare and view statistical summaries and performance measures.
- Intuitive self-service interface gives real-time access for administrators to configure and make moves and changes.
- Powerful consolidated reporting from a consistent set of information of all interactions, events and channels. Customised reports can be built to support specific measurements.

Agent & Supervisor Desktop

- One agent workspace with inbox – quickly move between real-time and non-real-time interactions with customers.
- Real-time audit trail of each customer and all channel interactions on one screen.
- Monitor and seamlessly move a conversation from one channel to another (voice, web, chat, email, SMS and social media).
- Gather and maintain a wider set of contact information (handles, account names, addresses, etc.).
- Supervisor summary level real-time information for prioritization, staff and campaign monitoring.



Pool all the information from direct customer contact from all channels and media into one reporting system for a complete thread of a conversation. With backend integration to order processing and contact databases, automatically update data and share up-to-date information. Easily incorporate all activities into one report (subject to integration and open API and working with CRM partners for data integration).

Ramp up productivity

Management between real-time and non-real-time with universal queues. Full customer context information is visible to all for quick assessment, seamless collaboration and resolution by the most qualified resource.

Maximise sales efficiency

Higher conversions and fewer opportunities that fall through the cracks, thanks to seamless processes and workflows.

Enhance customer satisfaction

Personalised and convenient customer service. A full choice of channels for the customer and continuity of their own information as they move through their journey.

Resource optimisation

Prioritise customers regardless of the channels used. Automatically recognise and intelligently distribute issues to the right team in the right timescale.

Control

See everything as it happens. Monitor alerts, the quality of engagement and volume from every perspective – channel, campaign, agent and time frame.

Greater impact

Know which channels, and blend of channels, your customers are most responsive to. Have the confidence that the same message and brand experience will be felt in all channels and devices.

Social Media Monitoring and Response

Everything needed for efficient social engagement and optimal response times. Prioritise responses to mentions for the best agents and help them to add to the customer's social experience.

Integral to our multi-channel customer service capability is our social media monitoring, analysis and engagement tool :

Social insight - monitor, compare and manage brand mentions across all key social media channels.

Prioritisation - identify key mentions and influencers and monitor sentiment and authority scores. Automatically tag keywords for alerts and workflows to allocate activities to specific agents or teams.

Seamless conversation - easily move from social to secure private channels, such as email, chat, direct messaging within the same application.

Agent productivity - all tasks are easily reviewed and the full context of a social mention, the customer and their audit trail are at hand for the agent to add the most value and personalise the engagement.

Performance - supervisor dashboard and comprehensive reporting to manage all social engagement and performance against SLAs across social and other channels.

Publishing - schedule and publish posts on all channels, use proactively to encourage or minimise the inbound enquiries.



Multi-channel Customer Surveys

Customer satisfaction is a major KPI. To increase the number and accuracy of responses feedback needs to be captured as close to the actual experience as possible. The process also needs to be quick and simple for the customer. We have integrated MWS' powerful CSAT capability into our multiple channel contact centre to efficiently measure and monitor customer satisfaction and brand perception at every touchpoint - post IVR and call, email, chat, SMS, social media.

- Automatically transfer callers into an automated IVR solution that asks pre-determined questions and captures verbatim comments.
- Integrate surveys into your website, email and chat channels to capture targeted customer feedback.
- Capture tangible, real-time customer satisfaction scores with post-interaction surveys across social media channels.
- All customer scores and verbatim comments are delivered to a real-time Voice of the Customer wallboard. Track individual question scores and agent performance, CSAT, CES and NPS scores.
- Live Data Overviews let you filter results by channel, campaign or agent and access a range of performance and comparison reports.

Contact One's Cloud Services

Contact One's cloud platform supports advanced contact centres, PBXs and IP Telephony without the ties and expense of equipment and software and dedicated disaster recovery facilities.

With little constraint on functionality we can capitalise on this flexibility and understanding of your business to quickly implement creative solutions. All deployments are backed up by our state-of-the-art network capability, meaning that you can be confident that everything will work as designed.

Our cloud service and on-demand/ transactions based model means you can easily scale up your voice capacity and

expand your features and service, continuously improving to outpace your competitors.

Cloud contact centres provide total flexibility when you need to network multiple contact centres or handle calls outside of the contact centre with virtual contact centres, call queuing and routing options.

Contact One's dynamic tools are behind the greatest operational benefit of a cloud service. The agent and supervisor desktops are intuitive and the management consoles and dashboards make it easy enough for anyone to monitor and make their own service changes.

Why Contact One?

The key driver for Contact One is understanding your business and allowing you to get the best use of the technology and the services we provide. You can be confident in the support of a company who has done it before and knowing it will all work and continue to work for you into the future, as you grow and the technology evolves. Today we help companies such as Gocompare, Telefonica, William Hill, Ladbrokes, Fireactive, Honeydew Healthcare & Purple Bricks.

