



PRESS RELEASE:



Taurus Insurance Services Go Live with ContactOne's Innovative Call & Contact Centre Solution.

Aylesbury – 29th May 2018: Taurus Insurance Services Limited took a major step toward digital transformation with the implementation of ContactOne's multi-media contact centre platform. This new platform allows Taurus to easily add additional contact routes into their business over traditional voice including email, web chat and social media channels such as Twitter and Facebook. In addition, the platform provides extensive Management information and reporting, which can be used to enhance operational effectiveness.

The initial phase has been completed with a smooth transition to voice. Over the next few months other channels will be enabled to give a true OMNI channel experience to their customers and partners. “We are very pleased with how well the implementation went and are already seeing a big difference in the efficiency of how the call centre works and the



quality of management information being available to the operations teams” commented James Cottrell, MD - Taurus Insurance Services.

In addition to standard call and contact centre functionality, ContactOne’s platform brings with it additional features such as user configurable wall boards and multiple tagging of calls/digital channels, allowing supervisors and managers to gain better understanding of how, and why their customers interact with the business.

An enhanced agent workplace enables agents to automatically see the entire customer conversation across all media types in the form of a threaded conversation history. Unique media handles (phone number, email address, social media handle, and other unique identifiers), facilitating rapid identification of the customer and can be seamlessly integrated to most CRM (Customer Relationship Management) systems.

“ContactOne are very pleased with the initial results from this implementation. We are seeing a significant increase in these types of deployments and are delighted that our services are meeting the demand of consumers communication preferences”, commented Greg Thomas, Director – ContactOne.

About Contact One

ContactOne provide an innovative omni-channel, cloud-based contact centre platform. It enables contact centres to communicate with customers via the customer’s media of choice with optional, post interaction CSAT for voice-of-the-customer (VoC) feedback. Additional, actionable, insight is provided from our social media and review site monitoring module. The platform is fully customisable enabling users to tailor the product to meet their customer experience, CRM Integration, branding and management information needs.

For further information about ContactOne email us at info@contactone.net or call us on 0330 880 4444.



About Taurus Insurance Services

Taurus is a long-standing insurance intermediary with many years of experience designing and delivering lifestyle insurance solutions. We do this through our own brands and on behalf of partners, through a diverse set of distribution channels. We are a people-focused organisation driven by a passion for delivering innovation, value, service and quality to our customers. We have been a leader in our field for over 12 years. Our customers and partners trust us to protect over one million devices.

For further information about Taurus Insurance Services email us at team@taurus.gi or call us on 0207 183 6081.