



Voice



IT



Data



Mobile

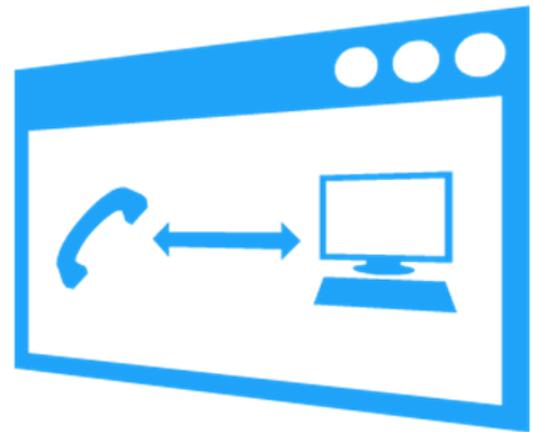
Call Centre Solutions

Highly available contact centre solutions.

We understand that as a contact centre manager, you are under increased pressure to provide a better service and improved return on investment.

Our enhanced call centre services provide all you need to maximise team performance & profitability.

- Looking for better reporting and management?
- Need to add functionality without replacing what is in place?
- Need to understand how to leverage new tools such as Social Media?



Silver Lining contact centre technology

Silver Lining enables centre and team managers to maximise the performance and profitability of their team or department. Whether you require virtual call centre specialist spread across the world or a solution for a single site Silver Lining can support you.

Lines and call packages

It is not simply about the cheapest lines and minutes but it is about the value add services that are wrapped around this that makes Silver Lining the right choice when you are looking for a complete contact centre solution

Intuitive call handling

Queue incoming calls to assist call handling across teams or sites. Use live statistics to monitor customer service and make instant changes, with optional queue breakout and overflow preferences to an alternative destination, announcement or voicemail service.

Call recording / PCI-DSS

Silver Lining can help protect you against fraud as well as ensure you remain compliant with professional bodies. With permission based login, you can securely access files online, retrieve call details and easily play, download, share or delete files.

Music on-hold, messaging and whispers

Enhance customer service with music and messaging on-hold and maintain engagement with the caller whilst queuing. Additionally, for more advanced call centre functionality where operatives may be taking calls on-behalf of various companies, "whispers" can be played prior to connection providing information on how to answer each call.

Vision Call Centre

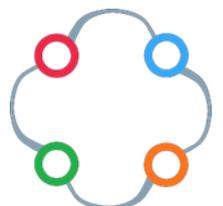
Silver Lining combines advanced call routing with state-of-the-art reporting and management to optimise every aspect of your inbound and outbound contact centre operation. Vision Live allows potential issues to be identified and resolved before they impact operations by providing and displaying real time information to optimise resources for maximum productivity.

Unified Contact

Silver Lining's consultancies will work with you to ensure you leverage tools such as Social Media, web chat, Instant Messaging, Video and more aware that Contact is not simply about telephone and email.

0845 313 11 11
www.silver-lining.com

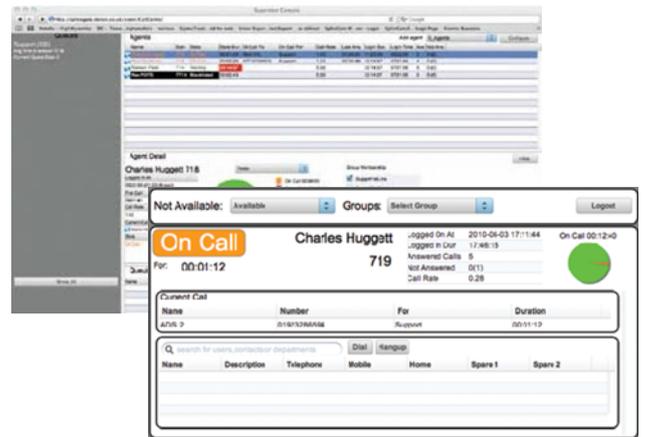
Contact us for a free consultation



How it works

Silver Lining have built **highly available infrastructure** that allows you to 'tap into' services available. Each application available is built on redundant servers and VM's to ensure availability is high. As a valued customer you also have primary access to key contact centre features, knowing that the system is backed up and available off site.

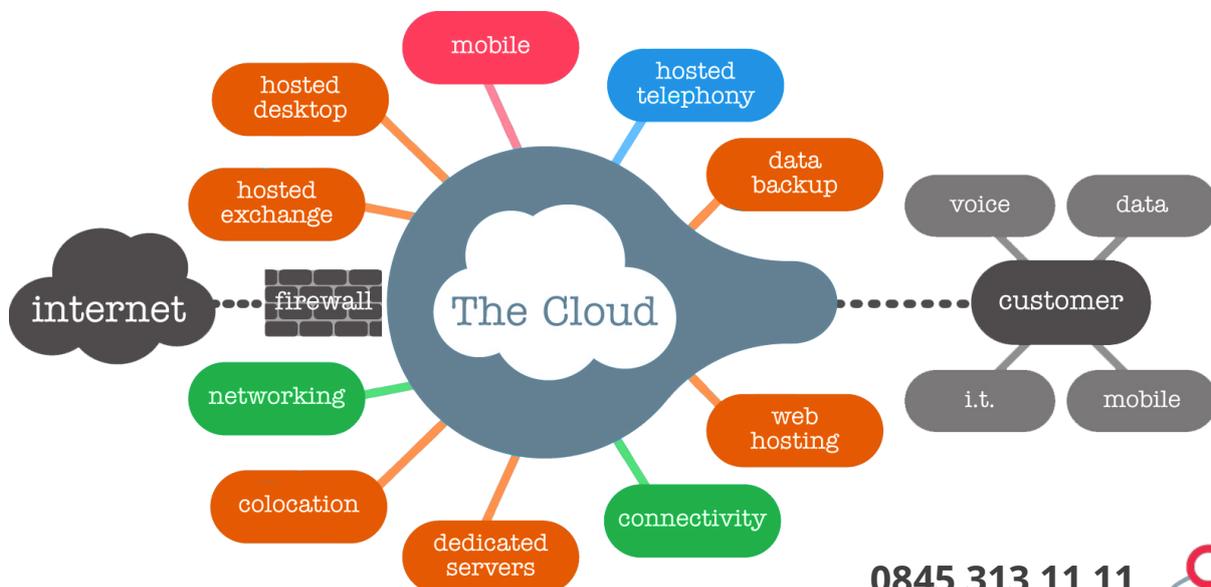
Highly available
Contact Centre
accessed from any
device or location
in the world.



More than just a voice provider

Silver Lining doesn't just supply telephony services. Together with our **IT, mobile, and networking** options, we help fulfil your **unified communications** needs whilst creating **partnerships** with you.

Silver Lining empowers you to become a **highly agile business** by accessing the **latest technology** without the burden of infrastructure and software costs. As a valued Silver Lining customer you also have primary access to all of our



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