



Hosted Contact Centre

Hosted Contact Centre is a feature-rich, highly scalable, virtual contact centre solution. It gives your customers the ability to deliver a smooth and simple caller experience, as well as the facility to integrate and manage calls and agents across multiple sites, including remote and home-workers.

This flexible solution provides skills-based routing, live queue monitoring, call recording, in-built disaster recovery and comprehensive reporting. Delivering low-cost revenue opportunities and high margins to partners, without the hassle of equipment investment.

How will Hosted Contact Centre benefit you and your business?

Interface functionality

Hosted Contact Centre provides functionality and visibility for contact centre supervisors and agents alike. A live interactive dashboard presents critical contact centre metrics, allowing close monitoring of real-time information and agent statuses.

The secure Admin Interface provides supervisors with the tools and information they need to manage calls and agents, whilst an Agent Console allows remote and home-working agents to present their availability to take calls within a virtual contact centre environment.

Reporting and auditing

Hosted Contact Centre offers a complete range of historical and near real-time reports that can be generated on demand or scheduled. Information can be presented graphically for quick and easy viewing, or in detail with full drill down on figures and performance ratings.

Businesses can monitor call volumes, queue stats, call abandonment and first-time resolution rates, as well as agent and agent group performance. A full audit trail is provided across agents, queues and routing.

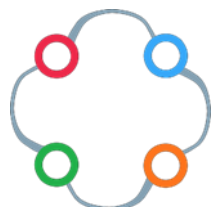


Ideal for:

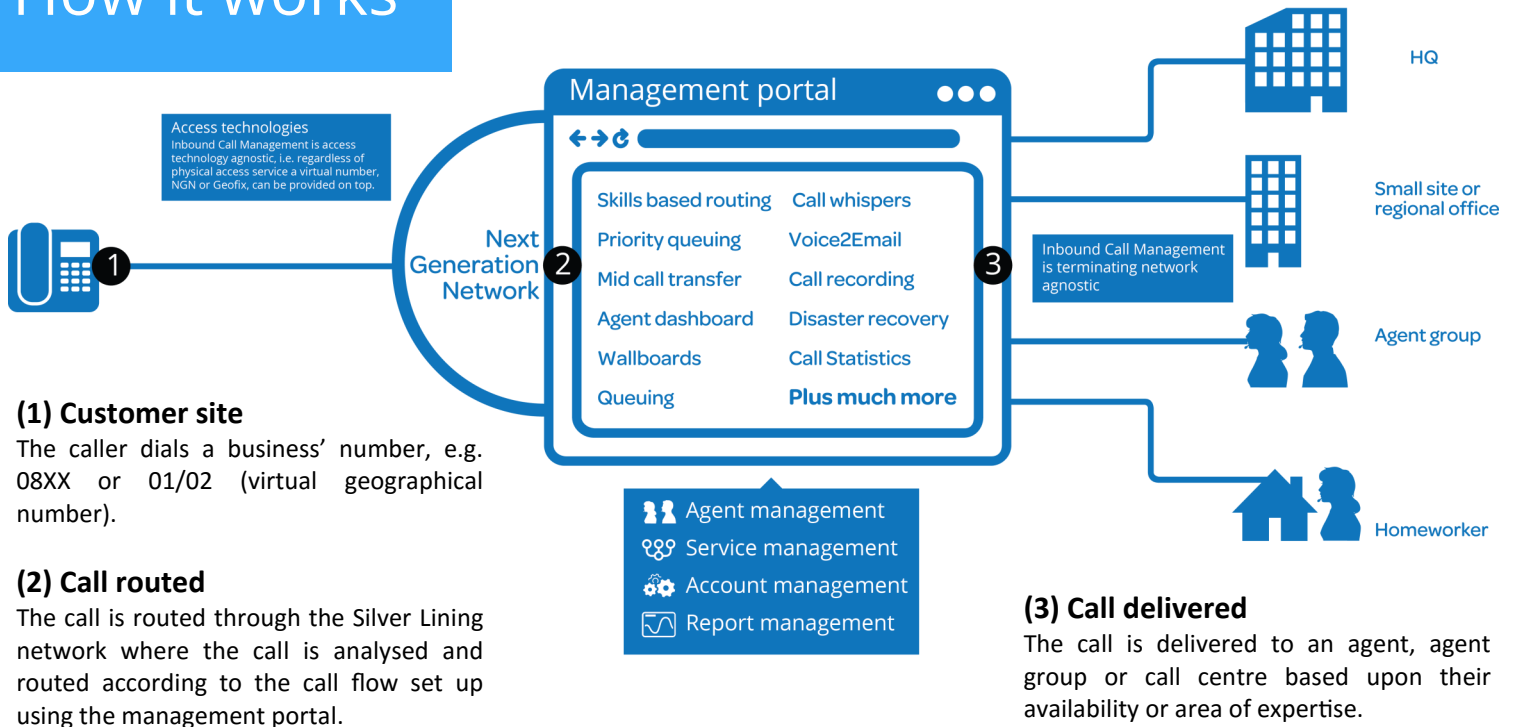
- An up-sell solution** to customers who use inflexible CPE systems
- Cross-sell opportunity** as a compatible solution to other hosted services
- A way to retain customers** by moving them to IP-based hosted solutions

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www.silver-lining.com

Contact us for a free consultation



How it works



Customised IVRs

Hosted Contact Centre offers feature-rich IVR functionality and allows upload of a business' own audio files to personalise greetings, prompts and customer messages to offer a better caller experience and brand enhancement. IVR scripts are customisable and can be amended anytime in real-time to meet changing business requirements and demand fluctuations.

Prioritised queuing and skills-based call routing

Hosted Contact Centre provides full flexibility and control of how calls are routed. Call plans are easy to build, quick to deploy and can be designed to suit the specific infrastructure of a business, incorporating agent skill levels, as well as overflow workpools to proactively manage built-in scalability.

Call recording

Hosted Contact Centre can be set-up to record all calls, a percentage of calls, or on-demand. Recordings can be sent automatically to a specific email address or to an audio server for storage. Call recording supports FSA compliancy and helps to protect businesses through the provision of recorded evidence in the case of disputes. Call recording also provides a valuable tool for quality control and agent training, helping businesses to improve agent performance and customer service.

Disaster recovery

Disaster recovery plans can be configured for every inbound number and at every level of a call plan to ensure business continuity in the case of a disaster. Duplicate systems no longer need to be maintained, freeing your customers from redundant capex and opex investment, as agents can simply take calls from the safety of their home, fully integrated in a virtual contact centre environment.

About us

Since 2007, Silver Lining has been dedicated to serving the needs of UK businesses of all types and sizes. We deliver a full range of Business Grade managed and wholesale offerings to the channel, including Connectivity, Hosted Solutions, Call Handling and Inbound Solutions, Next Generation Voice Solutions, and IT Networking & Security.

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