

**TalkTalk
Business**

Hosted Contact Centre

Hosted Contact Centre is a feature-rich, highly scalable, virtual contact centre solution. It gives businesses 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. All without the hassle and expense of managing and investing in complicated customer premise equipment.

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.

Customised IVRs

Hosted Contact Centre offers feature-rich IVR functionality and allows upload of own audio files to personalise greetings, prompts and customer messages to offer a better caller experience and enhance your brand. 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 work-pools 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 protect your business 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 improve agent performance and overall 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 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.

Ideal for

- ✔ Call centres of all sizes
- ✔ Businesses in rapid growth or with changing infrastructures
- ✔ Organisations looking to reduce their investment in expensive call centre technology
- ✔ Businesses with multiple locations and home workers wanting greater control over incoming calls

Why TalkTalk Business?

Since 1993 TalkTalk Business has been dedicated to serving the needs of UK businesses of all types and sizes. Today we provide communications solutions to over 180,000 business and public sector customers. Delivering a full range of Business Grade offerings, including Connectivity, Hosted Solutions, Next Generation Voice Solutions, Mobile, and IT Networking & Security.

With the largest Next Generation Network in the UK, purpose-designed and built with over £600 million of investment, we provide over 93% coverage. And we're not stopping there – through monitoring and investing in our infrastructure we're still growing. With more than 600 UK-based skilled customer service professionals your business will receive the support you can really rely on.



@ttb_business
#ttbHostedCC

Call:
0800 954 5707
Lines are open Mon-Fri 8am-6pm

talktalkbusiness.co.uk/hostedcontactcentre

**TalkTalk
Business**

DATASHEET_HOSTED CC V2.0