

# Cloud-Based Contact Centre



Businesses leverage the flexibility and cost savings of contact centres using cloud architecture, and offering a seamless, first-class customer experience.

- Expand to offer complete multi-channel self-service
- Improve first-contact resolution
- Seamlessly engage with your customers anywhere and over any communication medium
- Manage your agents - no matter where they are
- Increase lead conversation rates
- Drive more ROI with CRM and predictive outbound capabilities

## Product overview

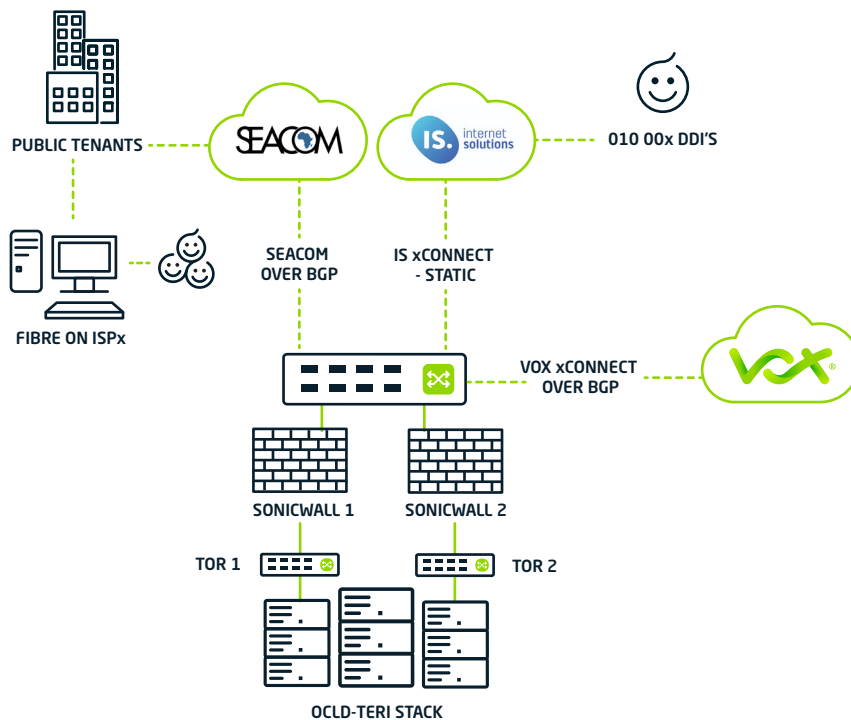
O!Connect gives you the reliability and simplicity you expect from the cloud, with robust multi-channel communications capabilities your business needs to deliver a superior customer experience. It's just that simple.

O!Connect enables inbound, outbound or blended contact centres to operate across multiple channels, with all-in-one reporting and recording.

The no-hassle, 100% Cloud Contact Centre - is the industry leader in contact centre technologies.

Included in our offering, is the ability to integrate with your existing CRM solution - be it on-premise or one of several hosted CRM products.

## How it works



## Features and Benefits

- **New Age Customer Experience**  
O!Connect uses the cloud to deliver the reliability and capacity your agents need to manage multi-channel interactions, and the ability to deliver actionable post-call surveys that measure customer satisfaction.
- **Cloud Reliability**  
Because O!Connect is built on the solid Teraco cloud, in a fully managed environment, our reliable data centres ensure your contact centre is always up and running.
- **Quick Implementation**  
O!Connect can get you up and running in minutes
- **Scalability**  
With the flexibility of the cloud, it's easy to scale your O!Connect contact centre as business needs dictate.

## Key Features

1. 100% Cloud-based, Omni-Channel capable Contact Centre, hosted in South Africa, by South Africans
2. Skills-based routing optimises agent selection, and lowers hold times
3. Campaign management lets you easily run and continuously optimise concurrent outbound initiatives
4. O!Connect's outbound predictive dialler increases productivity, efficiency and accuracy
5. Blended capabilities let you deliver the best customer experience possible by using O!Connect to rapidly respond to inbound inquiries, while delivering proactive outbound service
6. Lightweight PBX capabilities give you auto attendant functionality to extend your in-office phone system
7. Automatic call distribution (ACD) and outbound dialling maximise agent productivity
8. Omni-channel capabilities including voice, SMS, web chat, email, and mobile integration – including peer-to-peer video chat – make it easy to respond to customers on the channel of their choice
9. Call recording supports your documentation or coaching needs, and helps you achieve higher overall call quality
10. Built-in reporting capabilities to measure progress toward first-call resolution, interaction-handling time and more
11. Integration with Salesforce and other CRM tools facilitates upselling and cross-selling, makes multi-channel conversations seamless and enables a more personalised service
12. Integrate our premium self-service platform, cloud-based workforce management tools and more
13. Screen sharing and recording between agents and supervisors improves coaching and agent performance
14. Leverage basic interactive voice response (IVR), and intelligent skills-based routing

## Features and Benefits

	Voice Pro Per Agent per month	Voice Plus Per Agent per month	Omni-Channel Per Agent per month	Premium Select Per Agent per month
IVR Skills-based ACD	√	√	√	√
Recording, Grading, Surveys	√	√	√	√
Real time supervision Campaigns, Wallboards	√	√	√	√
Customizable reporting with delivery automation	√	√	√	√
Results export automation	√	√	√	√
Data Capture API's	√	√	√	√
Softphone for Windows/ Mac	√	√	√	√
Pre-built CRM Integrations	√	√	√	√
Dynamic Agent Scripting	√	√	√	√
Automated Outbound Dialling		√	√	√
Rich Web Chat, Email and SMS			√	√
Email routing push and pull			√	√
Mobile engagement			√	√
Omni channel routing			√	√
Omni channel desktop			√	√
Omni channel reporting			√	√
WFM integration			√	√
Work item routing				√
Screen recording				√
Advanced scorecards				√
Social messengers				√

### About Vox

Innovation and insight combine in Vox - a market leading end-to-end integrated ICT and infrastructure provider and telecommunications company. From data to voice - as well as Cloud, business collaboration and conferencing tools - Vox offers

intelligent solutions that connect South Africans to the world, supporting entrepreneurs, customers and commerce, whilst practicing values of integrity, choice and service excellence in all of its dealings. For more information [click here](#).

**For more information on complementary or alternative products, visit us at [vox.co.za](http://vox.co.za)**

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