



Cloud-Based Contact Centre

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

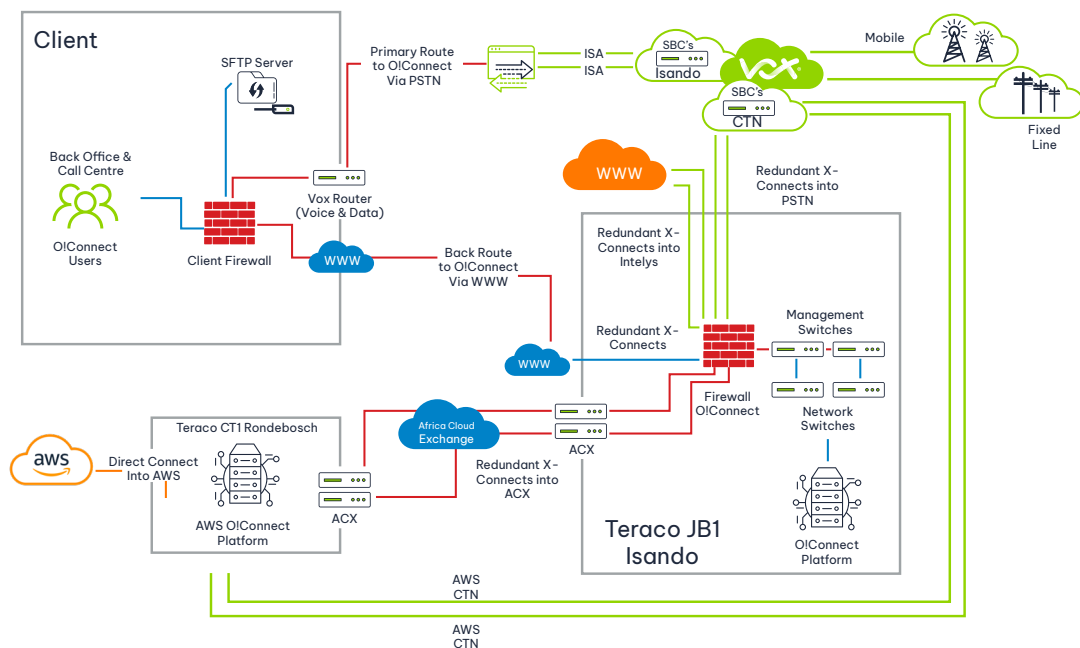
- Expand to offer complete multi-channel self-service
- Improve first-contact resolution
- Seamlessly engage with your customers anywhere and over any communication medium
- Manage your agents – no matter where they are
- Increase lead conversion rates
- Drive more ROI with CRM and predictive outbound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

Product Overview

O! Connect gives you the reliability and simplicity you expect from the Cloud, with the robust multi-channel communications capabilities your business needs to deliver a superior customer experience. It's just that simple. The no-hassle, 100% Cloud Contact Centre is the industry leader in contact centre technologies.

O! Connect enables inbound, outbound or blended contact centres to operate across multiple channels, with all-in-one reporting and recording. Included in our offering is the ability to integrate with your existing CRM solution – be it on-premises or one of several hosted CRM products.

How it Works



Features and Benefits

	Voice Select	Professional	Premium
Inbound Voice	√	√	√
Automated Outbound Voice	√	√	√
Interactive Voice Response	√	√	√
Knowledge Base	√	√	√
Customer Contact Management	√	√	√
List Management	√	√	√
Campaign Management	√	√	√
Voice Recording	√	√	√
Historical and Realtime Reporting	√	√	√
Omni-Channel Capabilities (Voice, Chat, Email)		√	√
SMS Conversations		√	√
360 Customer View		√	√
Full Chat Functionality		√	√
Automated List Loading for Outbound Voice		√	√
Chat & Email Monitoring		√	√
Automation Workflows			√
Social Messenger Routing (FB, Line, Viber, WeChat, etc.)			√
Agent Screen Recording			√
Quality Management Customisable Scorecards			√
API Integrations (Out of the box) to Salesforce, Zendesk, Oracle RightNow, ServiceNow and Microsoft Dynamics.			√
Social messengers			√

FEATURES & 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 services.
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 measure progress toward first-call resolution, interaction-handling time and more.
11. Integration with Salesforce and other CRM tools facilitates upselling and cross-selling, making multi-channel conversations seamless and enabling 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.

For more information on complementary or alternative products, visit us at vox.co.za

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