

# Contact Centre Solutions

V12

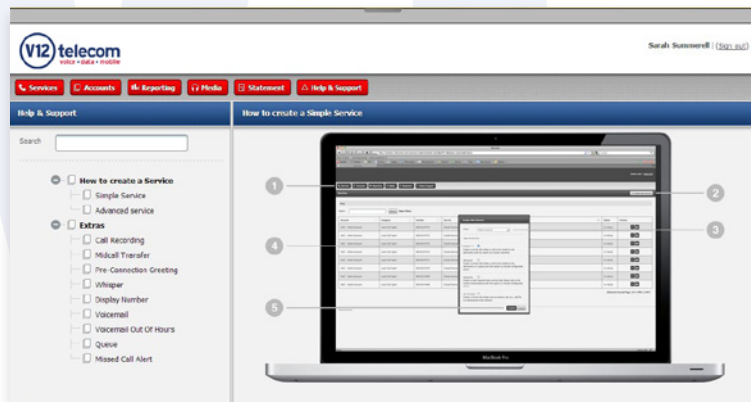
*“ We have over 15 years experience in the Contact Centre and UK Inbound sectors making V12 your go-to strategic partner. ”*

Our flexible Cloud-based solutions are designed to give you complete control of your Contact Centre with increased visibility and improved resilience. React quickly to changing call volumes, agent availability, longer hours and business interruption, with easy-to-use functionality accessed via our web portal - your changes are live in a matter of seconds.

### Call Management

Our online Number Manager portal provides you with the ultimate in Call Management; with changes to routing tables, destination numbers and hunt groups, etc, taking place instantly.

Say goodbye to International termination charges - our new SIP delivery option allows you to route inbound calls to an IP address utilising SIP technology, irrespective of International boundaries.



*“ Trying to measure First Contact Resolution (FCR) as a metric in itself can be a bit of a fool’s errand, as it is difficult to define exactly what a resolved contact is. Yet there are benefits to be found in measuring Repeat Contact rates. This is far easier to measure than FCR, and many organisations already know their top 10 reasons for repeat contact. By mapping these and focusing on fixing them, you should see some real progress and improvements in customer satisfaction.*

*In doing this, however, you should be prepared to acknowledge that your technology may be part of the problem. Great contact centres don’t just accept that their technology is slow! They recognise that upgrading it is just as important as training front-line staff, and work within strict deadlines when fixing it.* ”

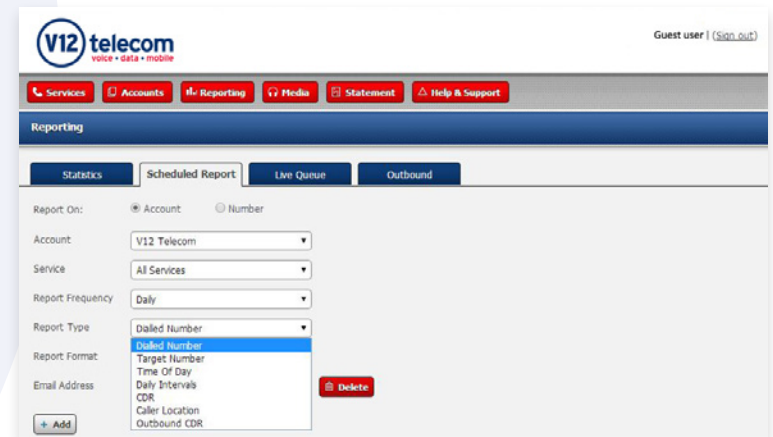
**Mike Allen, Practice Leader at Right First Time Contact Centre**

### Call Reporting

Call Reporting is essential to the smooth and successful running of a Contact Centre; our scheduled reports are sent by email at daily, weekly or monthly intervals to suit you. CSVs may also be downloaded.

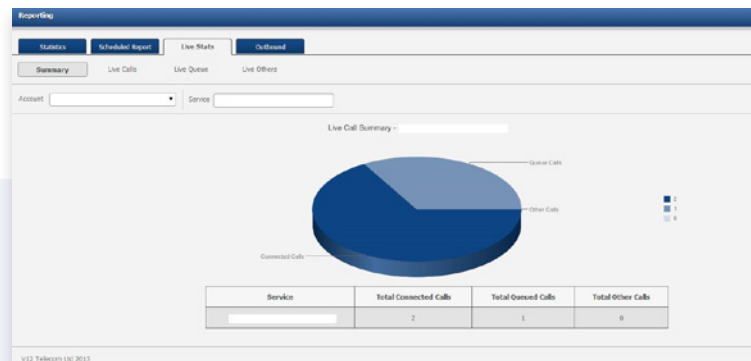
There are five main report types:

- **Summary:** Total Calls answered, Unanswered, Engaged, % Answered, Total Minutes, Average Duration & Average Time to Answer
- **Dialled Number:** All stats relating to dialled numbers in a list that can be downloaded into a pie chart
- **Target Number:** As above
- **Time of Day:** As above
- **Caller Location:** Geographical display showing where the calls originate from



## Live Statistics

All Live Stats reports refresh every 18 seconds and can easily be displayed via a wall board. Dynamic and Summary screens are available showing the number of queued, connected or 'other' calls (ringing out, mid-menu, in an IVR or listening to an audio message).



## Call Recording

Call recording can be activated on all inbound numbers without the need for any hardware. Fully scalable to any size of Contact Centre, recordings can be downloaded or delivered by email or FTP.

## Call Whisper

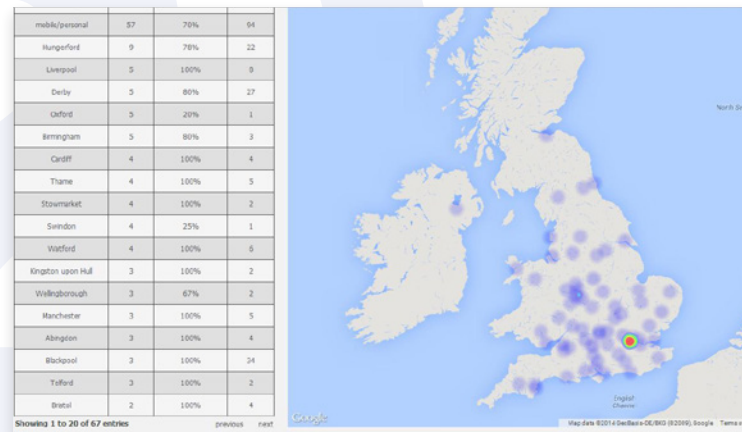
A whisper message can be played to inform the agent of the call's origin should you have multiple numbers for different products routing to the same destination number.

## IVR

Callers want an IVR that's simple to use and intuitive with the minimum number of menu levels. Our Contact Centre solution enables operators to alter IVR options and routing tables in an instant, as and when required. 76% of **CallCentreHelper.com** website readers polled in Jan 2012 confirmed that they use an IVR.

## Area Based Routing



Area Based Routing not only allows you to route a caller to their nearest or local branch, it also enables you to prioritise specific customers as well as blacklisting others where appropriate.



## V12 TIP

Put the largest volume options at the start of the IVR. If Customer Services gets the bulk of the calls, make it the first option. This simple technique ensures that the bulk of your callers move through the system speedily and easily.

## Mobile App

-  The Number Manager mobile app operates through any iPhone or Android device and ensures that you still have business continuity even when you don't have access to the online portal.
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More and more customers are putting a greater emphasis on Business Continuity and, as a result, an increased number of Contact Centres are aiming for ISO accreditation.

ISO 22301 requires you to prepare for, respond to and recover from disruptive events when they arise, ensuring that customers and suppliers are not affected. Our Mobile App allows you to manage this process simply.



### V12 TIP

The Number Manager app is perfect for remote workers who can make changes to existing services whilst on the go.

- Change terminating numbers on existing services
- Reporting and statistical information
- Media (voicemail/call recording audios)
- Recording audios
- Activating/deactivating Disaster Recovery

