CONTACTBABEL

The Inner Circle Guide to Contact Center Remote Working Solutions

SUPPLIER DIRECTORY

The full report can be downloaded free of charge from
www.contactbabel.com

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The 8x8 Open Communication Platform delivers a single, intelligent system of engagement to enable businesses to connect front and back offices and support customer interactions across voice and digital channels. This cloud native, microservices solution provides complete contact center capabilities unified with a full suite of business communication functionality to include native VoIP, video conferencing, team messaging, and one-to-one messaging. With industry-leading platform stability and MOS performance, quality is ensured while also meeting over 20 security standards, including GDPR, HIPAA, and PCI DSS Level 1. A complete platform-level analytics offering, combined with full quality management, speech analytics, voice and screen recording capabilities, means businesses are able to provide more prescriptive coaching, more often, with less effort.

Powerful contact center capabilities, together with the full power of our enterprise communications platform, ensures that

- The highest standards of security, reliability, compliance, scalability and future proofing are maintained
- The right answer to any customer enquiry is always at an agent's fingertips
- The business has visibility into any and all metrics, to facilitate understanding of exactly what customers are talking about and why
- Agents can be trained on the precise ways that they and their peers are delighting or upsetting customers
- Communications are always crystal clear regardless of geographic location, with industry leading voice, video and digital quality
- Employees can work from anywhere in the world, in or out of the office.

Unlike providers that cannot support native collaboration and present a disjointed user experience, 8x8 offers unified team messaging, one-to-one messaging, video conferencing, analytics, quality management, speech and customer experience analytics, and digital channels to simplify the user experience. Usage minutes are included with every 8x8 Contact Center license, delivering rapid time to value while driving businesses forward.

Powerful customer experiences happen by design. With 8x8, businesses have a powerful foundation and framework on which to limitlessly expand their customer experience delivery.

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VoiSentry from Aculab – voice biometrics for remote authentication

The Coronavirus outbreak has led to a reduction in both travel and contact, leaving businesses wondering how they're going to continue to serve their customers well. Remote working is a concept that has obvious advantages for everyone concerned – business, agents, and customers alike.

Enabling the simplicity and convenience of voice biometrics, as an alternative to agent-led identity verification (ID&V), is already on the way to becoming established as an intuitive, self-service experience for customers. With more and more agents working from home, a similarly compelling ID&V issue exists – how to securely verify their identities when logging in from outside the enterprise.

With agents' ability to commit to regular shift patterns disrupted by the coronavirus lock-down and individual, family circumstances, businesses don't need the extra headache of having to enforce and administer regular password changes on top of managing fluid personnel resources.

Aculab's voice biometrics system – VoiSentry – readily enables contact centers to implement an automated ID&V solution for its agents at home, where they can choose their own, autonomous passphrase, instead of being limited to a pre-determined, vendor specific sentence.

Voice biometrics isn't only for businesses with deep pockets, such as major banks and finance houses. Nor is it suited only to large public services departments, due to scale. Aculab's VoiSentry offers affordable technology for businesses of any size, from 10 to 1000+ agents. And once implemented, it will provide a year-on-year return on investment to any contact center.

If you want to know *Who goes there*, just ask VoiSentry. Your agents – and your customers – will thank you for it.

Aculab is a UK-based voice biometrics company and a global provider of voice biometric systems to developers, OEM partners, and contact center solution providers that wish to incorporate voice authentication. VoiSentry is a readily scalable, API driven system for ID&V that combines machine learning and AI with hand-crafted algorithms and advanced signal processing for robustness, presentation attack detection, and accuracy. It can be integrated with any automated, customer interaction solution to help businesses increase security, improve the customer experience, and differentiate their brand.

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Airkit is a low code builder that helps customer-obsessed companies quickly develop secure and effortless customer experiences.

We empower non-engineers (and engineers!) to build customer-facing digital experiences that work across channels and devices.

We're working with everyone from Fortune 100 banks & insurance carriers to growth-stage startups to deliver exceptional customer experiences and drive brand loyalty.

With the recent development of COVID-19 and its impact across the globe, many contact centers have been forced to move to remote operations and left short-staffed due to the need to cut costs in a time of uncertainty.

Airkit can help CX teams move quickly and empower your contact center representatives remotely while providing your customers with a high standard of service.

Here are some examples of problems we help you solve:

- Need a digital solution to replace tier-1 support?
- Need to deliver a self-service experience to deflect a recent influx of phone calls?
- Need to proactively message your clients across channels during this time of uncertainty?
- Need to provide customers with an option to self-serve OR schedule time with your team when you re-open?

Airkit can help.

Here's what our customers are saying:

"Airkit is a high-quality product that allows us to incorporate our brand theme, color, fonts, etc. We can deliver a consistent experience to our customers. Also, the Airkit team has been very supportive. They've been a consultative thought partner, challenging us and giving us more ideas for features." - Turo

Here are some metrics we've helped customers achieve:

- Shortened Average Handle Time by 33%
- Build & deploy in days & weeks vs. months and quarters
- Deflected 100% of transactional calls from Tier 1 Support to digital intake
- 150% increase in engagement when using SMS to schedule time with customers

Try some of the demos on our website - www.airkit.com - to experience it yourself.

Business leaders are asking about the **COVID-19 coronavirus'** impacts on the economy and what a company can do to cope. You're probably sharing some of these concerns too and wondering how will your company's contact center face such a challenge. You are, am I right?

Most likely you're studying complex contingency plans and finding it hard to come up with a solution that **protects your agents** and allows you to give your **customers the excellent service** that they are used to.

We have a solution for you!

Actually, the contingency plan is pretty simple: have your agents work at home. **Agent remote work** minimizes contact, travelling, and other risks of exposure to the virus.

Altitude Xperience software suite fully supports remote working agents. All they need is a computer and a browser!

<div align="center">

Our contact center software suite is:

</div>

Simple and secure
A web application for agents and supervisors does not require any complicated installations or 3rd party security (VPN) software. Agents just need an internet browser and a headset to engage with your customers from the comfort of their homes.

Quick time to market
Full contact center solution, built from the ground up to meet the specific needs of each business. Altitude solutions support remote agents regardless of deployment: on-premise or cloud.

Powerful
Empower your agents with Altitude's award winning desktop technology. Benefit from an omnichannel interaction management and CRM-like business information management.

<div align="center">

Some of our clients have already moved their contact center teams to remote working
to face this exceptional situation!

Join them!

</div>

DaVinci is a full spectrum, customizable contact center solution that can quickly scale to fit the needs of any organization with a remote workforce. It includes a variety of configurable tools designed to improve the overall efficiency of customer facing organizations in any vertical. DaVinci can easily be used by employees regardless of their work location.

The DaVinci Platform is the industry's first and only cloud-based contact center platform with pre-built apps for integrating CRM and CSM platforms with today's best of breed communication channels. The open framework allows you to quickly chose and configure channel apps needed (cloud and premise) to provide agents a fully integrated solution. You can also create your own custom apps with DaVinci API's. Enabled Apps share data and events and empower contact center agents to support customers on their preferred channels.

DaVinci Agent is the easy-to-use toolbar that sits within the agent's CRM providing advanced CTI features like screen pop, click-to-dial, reporting and more. Agents are empowered with a single pane of glass to manage both single and multi-channel customer interactions.

DaVinci Creators Studio is a web-based portal with role-based functionality making it easy for contact center administrators to quickly browse, add and configure available apps and users. With DaVinci Premise Gateway, AMC can support hybrid contact center environments by connecting on-premise telephony platforms to a variety of cloud-based CRMs.

DaVinci is powered by AMC Technology's 25 years of experience in contact center integration. Everyday contact center agents and knowledge workers around the globe rely on our solutions to deliver superior levels of customer service. Our customers range from global Fortune 1000 corporations to small and mid-sized businesses throughout a broad range of functional areas and industries. We remain focused on our mission of helping customers solve complex contact center problems.

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ARTIFICIAL SOLUTIONS

Teneo from Artificial Solutions

Deflect calls, empower call center staff, improve the customer experience.

Teneo allows enterprises to rapidly build conversational AI applications that solve customer queries and issues, fast!

Delivering more than just an answer, Teneo based chatbots and conversational interfaces can carry out complex tasks, fill out forms, make recommendations, talk users through processes, set up new accounts and so much more.

Easy to use connectors allows businesses to port their conversational applications to a wide range of channels and services including CPaaS (Communications Platforms as a Service) technologies, while Teneo's build once, use everywhere ethos enables enterprises to offer their applications in over 35 languages. Typically using 80% of the original build.

But Teneo doesn't just help your customers. When used by call center staff Teneo has proven to reduce repeat calls and waiting times by up to 65%.

As a core single point of reference, it ensures advisors give a consistent, compliant response to customer queries. This reduces the need for staff to confer with team leaders over complex questions or refer to reference material. During times of remote working it also helps new employees be more confident in the answers they provide.

Teneo is built to allow developers and business users to collaborate. It automatically does a lot of the heavy lifting that can make other development platforms so complex. Teneo's easy to use graphical interface with drag and drop style features makes it straightforward to understand and manage dialogue flows.

Teneo doesn't just improve customer service, it delivers valuable data back to the business too. When people speak in a natural and humanlike way, they reveal more about their likes and wants. Teneo is able to use this information to personalize the conversation even further and deliver actionable business trends and insights. Functionality within Teneo allows enterprises to maximize the value of conversational data and still comply with privacy regulations such as GDPR.

Check out our top ten tips for chatbot implementation during the coronavirus outbreak
https://www.artificial-solutions.com/contact-centre

For more information please visit: www.artificial-solutions.com or contact Carla Bayliss, Contact Center Business Lead at Carla.Bayliss@artificial-solutions.com.

AskNicely is a customer experience coaching platform based on the NPS framework.

Think of the Uber driver app to keep your frontline staff motivated from afar and on point to deliver an exceptional customer experience from anywhere in the world. Every team member can see where to focus to improve their ranking—all powered by real-time customer feedback.

The app leverages proven motivational psychology and gamification techniques that foster a daily habit for front-line teams. Managers can access executive dashboards to compare performance between locations, teams, and individuals, allowing them to take comfort in the fact that their team is empowered, even out of the contact center while working from home.

Schedule a demo here: https://get.asknicely.com/demo-request-new.html

Contact: Kyle Bolster, General Manager

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w: www.AskNicely.com

Aspect Software - Here to Help with Transitional Circumstances

During this challenging time, Aspect Software would like to help your organization with a potential transition toward a work from home environment. Work from home is an extension of existing employee engagement best practices that take place at the contact center. In difficult circumstances, now and future, contact centers are pressured to sacrifice quality and performance measurements for sheer attendance.

Aspect Software has the technology to help with this transition but also create the capability to run both an on-site and virtual contact center long-term. Aspect offers our Unified IP and Via Platform to support all home/remote agents and unlike our competitors we offer the option to use a license either in office or at home. This will work with any voice endpoint including PTSN (IP Phone, Mobile and Landline) with all channels supported. Customers can leverage self-service to off-set inbound contact. Aspect would help craft an IVR or automated agent (chatbot) to answer common questions and concern with action to take (ex: information on cancelled flight or rebooking). In addition, the technology could assist with in-queue self-service; proactive communications; and ultimately, moving systems toward the Cloud. Cloud technologies help maintain the system integrity with improved uptime and maintenance. But this system could be assessed from anywhere in the World.

In closing, Aspect Software is **here to help** your company for the long-term and to support your workforce needs.

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For immediate help during COVID-19, we're offering temporary, complimentary licenses for our remote agent solutions. Keep your employees safe—without compromising your customer experience. As of March 31, Avaya has helped transition over 984,000 Contact Center Agents and 820,000 employees (using UC capabilities) to work from home.

Get 90-Day Complimentary Licenses to Empower Your Remote Agents during COVID-19
As worldwide concern over COVID-19 (coronavirus) continues to grow, Avaya is here to help your contact center transition to a remote agent model. We're offering a remote solution that fits your current Avaya contact center allowing your agents to work remotely without compromising your customer and employee experiences. Click here for more information

Ensure Business Continuity Without Risking Employee Health
Avaya is pleased to offer a free 60-day license to Avaya Spaces—including video conferencing—for your entire organization. This free offer is open to all businesses and also includes persistent chat spaces and file sharing, and is accessible from a browser or mobile app. Click here to register

You may select the Business version, which includes video conferencing capability for up to 200 participants per meeting, or the Power version, which increases that to 500 participants per meeting and adds recording and dial-in. Check out our fact sheet to learn more.

About Avaya Spaces
Avaya Spaces is an easy-to-use, reliable, scalable cloud-based video conferencing and meeting app that supersizes team collaboration online. You create "spaces" for frequent topics and ongoing projects. Team members pop into the spaces to message, meet, share content, and more. Watch this video to learn more.

If you're part of Healthcare, Educational institution or a non-profit entity, please visit this page to see our special offers available for your organizations.

BRIGHT PAT·TERN

Bright Pattern provides the simplest and most powerful AI-powered contact center for innovative midsize and enterprise companies.

With the purpose of making customer service brighter, easier, and faster than ever before, Bright Pattern offers the only true omnichannel cloud platform with embedded AI that can be deployed quickly and nimbly by business users—without costly professional services.

Bright Pattern allows companies to offer an effortless, personal, and seamless customer experience across channels like voice, text, chat, email, video, messengers, and bots.

Bright Pattern also allows companies to measure and act on every interaction on every channel via embedded AI omnichannel quality management capability.

The company was founded by a team of industry veterans who pioneered the leading contact center solutions and today are delivering architecture for the future with an advanced cloud-first approach.

Bright Pattern's cloud contact center solution is used globally in over 26 countries and 12 languages.

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Free Contact Center Software and Support to help with
Unprecedented Levels of Digital Interactions Due to Covid-19

With your contact center inundated with requests and questions and potentially a higher number of agents off sick than usual, **INBOX** will help you to organize all your digital interactions.

It's ready to tackle the next phase of contact center technology considerations to help remedy the negative effects felt by businesses during the outbreak. Sitting outside the contact center, **INBOX** works to automate and route enquiries to the correct agent or department. Organizing and sorting through your enquiries before they even hit your contact center, so that you can respond and route in real-time on the digital channel your customer contacted you on.

"In the most challenging business climate we have ever seen, the biggest gain for us implementing **INBOX** is efficiency, through automated organization of our work load and the ability to report on the types of requests our customers are having, to help us implement self-service for our customers." - Neil Whitaker, Head of IT, Mercury Holidays and Sunspot Tours Limited

We're offering FREE licenses and support for **INBOX** during this challenging time to help your business cope.

Core functions and features include:

- A blended agent inbox, so that your staff don't need to flit between 10+ systems
- Smart tagging and search
- Integration with anything, including all your social media channels, review sites and WhatsApp
- Customer sentiment analysis
- Interactive reporting
- Task scheduling to automate next steps like booking an appointment or raising a ticket
- Social media competitive monitoring, post scheduling and target marketing through enhance geographic locators
- Route interactions by context (or channel if preferred) direct all your Covid-19 enquiries to the right team

INBOX will help you through this challenging period and dramatically enhance the productivity of your business in the future.

Experience INBOX for free yourself. Get in touch now!

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How To Manage Remote Contact Center Agents During the COVID-19 Outbreak

As the nation reacts to contain the virus, organizations are striving to adapt rapidly to changes. Most employees are already working from home, however organizations now need to ensure they can protect their service levels and minimize risk. Inevitably they will face challenges around:

- Ensuring customers can reach the right agent on the channel of their choice

- Adapting to changing workforce availability

- Finding ways to notify staff of changes when re-optimizing or making changes to schedules

- Ensuring agents are performing when working remotely

- Delivering the expected quality of service

To combat these challenges and remain operational, you should review technology options that can:

- help you transition to a home-based environment
- route communications to agents regardless of location
- deliver customer service across all channels

CXone@home with a no charge software option for 60 days (plus nominal set up fee), can rapidly transition your contact center agents to a home-based environment.

Cloud communications management helps to avoid any disruption to customers by intercepting calls in the cloud and routing them to an agent mobile or landline (ensuring the call is being recorded).

Mobile Call Recording keeps staff operational whilst at home and most importantly meets business and compliance processes.

These solutions can be rapidly deployed in 48 hours and require minimum IT requirements for set-up.

Cloud-based contact center technology provides agents with the flexibility to work remotely whilst still delivering customer service across all touchpoints.

Workforce management is a pivotal tool for effective planning and scheduling. Use functionality such as 'What -If' scenarios and Real-Time Adherence to help you react quickly to changes.

Deploying a back office workforce optimization tool can help you remain operational in the back office across multiple locations.

Get in touch to discuss the appropriate option for you.

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CALABRIO™

Meeting the needs of remote working with Calabrio ONE

Remote work has taken on a whole new meaning, and the need for flexibility in contact centers is greater than ever. Keeping remote workers engaged requires solutions that account for the quirks of home offices. At Calabrio, we've built a workforce engagement management solution that powers a successful remote working effort—now and in the future.

The Calabrio ONE suite for contact centers emphasizes these key aspects for remote working:

- **Engage employees.**
  - Employees may not be in the office, but they are still actively engaged with your team. With Calabrio ONE, mobile-enabled tools keep your team connected anywhere, and a self-service mobile app allows agents much needed flexibility. Contact center supervisors use pre-built evaluation forms or create highly customized scorecards tailored to business goals. Personalized dashboards also provide the data to manage teams while giving agents the feedback they crave.

- **Deliver outstanding customer experiences.**
  - Customer experience is critical in times of uncertainty. Schedule and quality assure remote teams across all channels to ensure consistent customer interactions. Record every interaction—call, email, chat, etc.—to capture the voice of the customer. Total visibility and analytics for 100% of interactions enable a continuous customer-centric approach to goals and challenges across the business—from marketing, to sales, to service delivery.

- **Act on business insights and analytics.**
  - More than ever, contact centers need to anticipate customer desires and demands. Advanced analytics tools deliver predictive and prescriptive insights to help anticipate customer pain points. Let the voice of the customer drive business strategies. Desktop analytics track agent activity, allowing supervisors to identify differences between in-office and remote needs.

Demand for remote working solutions has increased exponentially. With a flexible and scalable solution like Calabrio ONE, contact centers can meet that demand and continue delivering exceptional customer service.

For more information, visit www.calabrio.com.

Moving agents beyond the confines of a contact center offers benefits for frontline employees such as social distancing in this time of global health challenges with work-at-home flexibility. Scheduling elasticity to deal with call fluctuations and IT costs savings are examples of why a remote workforce makes sense for organizations. Distance between managers and agents however introduces uncertainty. Traditional quality management efforts such as intermittently listening to calls and then huddling when possible does not translate well when agents are physically distributed.

Quality management becomes even more critical for a remote workforce. Speech analytics is an essential tool for optimizing remote workforce performance for 3 primary reasons:

1) **Comprehensive Insight** – Automated scoring identifies what matters most for quality management with coverage for every interaction. Supervisors realize what is most important from how customers express themselves along with how agents represent the brand. Metrics that consider ease, effectiveness and emotion provide focus, predictive trending and make it easy for managers to compare agent performance regardless of physical location.

2) **Coaching Presence** – Analyzing every call with objective metrics is the foundation for more effective coaching. Agents appreciate that they are now on equal footing with their peers. "Subjective bad luck" with the supervisors stumbling across their one bad call is eliminated. Audio recording with transcription makes it easy to share call snippets for behavioral mentoring. It's also easy to distribute "bright star" examples in digital remote huddles to bring together remote teams.

3) **Beyond the Contact Center** – Metrics that identify customer and agent behaviors for every interaction eliminate many challenges associated with remote agents. Insight with data-driven confidence establishes speech analytics empowered remote contact centers with single source of truth confidence that compels action throughout an organization.

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Social Media: LinkedIn, Twitter, Facebook, YouTube, Blog

User Community: EngagementOptimisation.com

Centrical Solutions Help Sustain Business Continuity, Keep Employees Engaged and Connected During COVID-19

In response to the COVID-19 pandemic, Centrical, provider of the holistic, real-time employee engagement and performance management platform, offers contact centers ways to

Keep calm and keep working remotely.

We offer solutions for business continuity in a crisis that provide effective engagement, communications, and reskilling of employees working from home, among other things. They will let you:

Reduce anxiety and isolation

The times we're in require an extra effort to communicate and keep everyone connected. With Centrical, you can create an ongoing stream of communications that ensures employees don't just click-through updates, but, read, acknowledge, and apply them.

- Send personalized, segmented, and classified updates on any device
- Set daily goals with real-time tracking and achievement recognition
- Enable real-time, bi-directional, closed-loop communications allowing managers to track voice-of-the-employee, performance issues, and gaps

Adapt to a rapidly changing world

Equip and empower your workforce to perform in the volatile business environment we're all facing. Quickly reskill and transition to new roles demanded by this situation. Shift employee focus to new goals. Enable team leaders to connect and manage with employees anytime, anywhere.

- Create fast-track, on-the-job retraining programs
- Adjust employee goals and KPIs on the fly
- Create short-term challenges and opportunities for rewards

Keep doing what needs to get done

Speed-up or transition in-class learning and onboarding to remote digital training and provide employees with continuous visibility on their performance and goals. Centrical comes with all you need during a crisis to minimize business disruption.

- Ensure knowledge retention with AI-optimized microlearning
- Keep employees on target with real-time performance tracking
- Adapt and shorten training plans with personalized, structured or unstructured, mobile-friendly, gamified learning tools

For more information or to request a demo, email info@centrical.com, call +1 800 538 4263 (US) or +44 20 3318 6424 (UK), or visit www.centrical.com.

CGS, a global provider of business applications, enterprise learning and outsourcing services, delivers a wide range of Business Process Outsourcing (BPO) Services to meet customers' specific needs. Outsourcing services may be provided via onshore call centers in the U.S., often needed as regulations, accent-positive experiences or cultural alignment are top priorities, as well as through nearshore centers in Chile and offshore centers in EMEA and Asia for 24/7 follow-the-sun services.

With optimized call center resources to serve global clients, CGS offers a unique hybrid approach through automation and live agents. All CGS contact centers globally have been transitioned to Work-from-Home solutions and continue to provide full services to clients with no downtime or impact to service levels. Our thousands of support specialists are mobilized around the world, working 24x7 to support customers in over 25 languages. Our services help to minimize business disruptions and rapidly aid our clients to adjust to changing consumer needs and behaviors as they evolve locally and globally.

Throughout all of our locations we've deployed RPA (Robotic Process Automation) and AI (Artificial Intelligence) solutions. Our AI-enriched chatbot and RPA technologies complement the customer support services provided by thousands of multilingual call center agents. Our human agents can focus on clients' most complex tasks – those requiring empathy and problem solving through phone, email, ticket, chat, mail and social media. CGS supports many of the world's industry-leading global brands in retail, hospitality, healthcare, technology and telecom. The company's innovative, scalable and flexible business process outsourcing (BPO) solutions include technical and customer support, telesales, channel enablement and back-office support.

For more information, visit the CGS website: https://www.cgsinc.com/en/business-process-outsourcing

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Ciptex

Ciptex RACE - A virtual contact center for home workers in just **15 minutes**

Within minutes of signing up online, a home worker virtual contact center delivered so your staff can get back to what they do best, **supporting sales and service** on the phone and online.

A free trial includes

1. Inbound **Voice** calls – with 3 queues ready
2. Web **Chat** (with code for your website)
3. Two Way **SMS**

For up to **5 agents** total with 1 supervisor, agent desktop with CRM screen "pop".

Security built-in with single sign-on and SAML2, protects remote login and access to your **business-critical** applications and important customer data.

Taking bank card payments? "*See no card data, hear no card data"*

Ciptex **One Payment** option means homeworkers can securely take payment card orders while working from home – without having to replicate all your existing security controls to stay PCI compliant.

Is it a real contact center? Yes, powered by the global cloud platform **Twilio**, RACE gives you the features and functions the largest contact centers have access to including a full reporting suite, call recording, self-service, WhatsApp and even AI to add chatbots and self-service.

What about onboarding, go-live and ongoing support?

The RACE team bring over 15 years' experience of designing, building and running contact centers. Our team will help you get started online agent e-learning packages, backed up by our homeworking support team who will bring skills and expertise to your implementation training and go live -remotely. RACE is powered by global cloud platforms in use by some of the world's best-known companies.

How many users can you support?

RACE has scalability built in and avoids the capacity limits of more traditional hosted or on-site contact centers. If you have 50 or 500 staff, you can be confident the platform has global cloud capacity.

How does the free trial work?

Sign up online for the free trial for 5 agents and 1 supervisor, taking calls and managing SMS and web chats. Test straight away with a laptop and a headset. We will give you enough credit to get started and run your own tests at home.

If you like what you see, and go live with RACE, will give you inclusive agent hours. Special offers at www.ciptex.com/race

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Cirrus FastTrack180 enables businesses to switch rapidly to a full feature homeworking solution to tackle COVID-19.

In these unprecedented times providing continuity of service is of paramount importance to every business. Enabling staff to work remotely from home with a Contact Center solution that provides the same look and feel and functionality as if they were in the office, means that companies can continue business, and staff can continue to provide a great service because they have the right tools for the job.

Cirrus FastTrack180 Homeworking Solution.
Short term contracts, flexible, scalable and rapid deployment.

Cirrus FastTrack180 homeworking solution is for businesses looking to switch rapidly to remote working and enable employees to carry out their usual agent activities, and deliver a consistent user experience, from any remote location.

The homeworking solution simply requires agents to have access to a web browser and a cell phone or landline. Company numbers can be redirected to home workers within minutes, enabling businesses to continue to work in times of emergency. The fast track homeworking solution is suitable for businesses of every size from those with just a few staff to enterprises with an employee base of thousands.

The solution provides multiple options to suit different set ups, such as Agent Landlines (Copper/SIP), Cirrus VOIP or mobile devices and is provided as an overlay on your current contact center (not a rip and replace).

With the Cirrus FastTrack180 Homeworking solution business managers and supervisors can still retain access to full reporting capabilities giving insight into their remote contact center operation down to the most granular level.

The Cirrus FastTrack180 is available on a 3-month contract with rapid deployment and reduced professional services to support business continuity. Charged on a Pay as You Go basis, Cirrus' new homeworking service provides an out-of-the-box solution for organizations looking to scale up fast to deal with emergencies such as COVID-19, and other business continuity situations. Organizations can additionally choose from a range of overlay solutions that include email, SMS, Speech Analytics and Webchat.

These solutions will help drive efficiencies, offer agent support, monitor KPIs, and deliver meaningful insights to businesses as they move to a remote working environment.

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Compliance3

Compliance3 helps contact centers cost-effectively achieve and maintain PCI compliance. In doing so, we help entities achieve the right balance between customer experience, risk and cost that meets with their business requirements and delivers a lower cost per transaction.

Achieving PCI compliance isn't just about technology. It requires a robust understanding of the secure payments ecosystem, personal data legislation and the current PCI guidelines, as well as proven knowledge of best-in-breed solution vendors across both telephony and digital technologies. It also requires a firm grasp of contact center operations and how to deliver exceptional customer experiences - not to mention finely honed cost and project management skills. At Compliance3, we combine all this to take the pain out of PCI compliance. We blend people, process and technology, engaging with only the very best experts and solution providers available in the marketplace. We accompany our clients throughout the entire PCI compliance journey, to understand their starting point and help them achieve compliance quickly and cost-effectively.

Our offering combines our extensive contact center expertise with a deep understanding of the payment card schemes and what the PCI Council and the acquiring community are seeking to protect. As lead 'subject matter experts' and 'content providers' in drafting version 3.0 Nov 2018 PCI SSC Information Supplement, Securing Telephone-based Payment Card Data, Compliance3 are able to provide a detailed insight into how entities can use different technologies to reduce or eliminate PCI scope and at the same time, reduce cost per transaction.

With more than twenty-five large scale PCI transformation projects delivered since 2012, the Compliance3 team has developed a unique track record in delivering PCI compliance in customer contact centers, including the world's first no CDE PCI DSS solution for a major multi-channel retailer whilst still maintaining compliant access to legacy call recordings. We are proud to serve global leaders in some of the most challenging and competitive sectors, including Hotel & Hospitality, High Street Retail, Financial Services, Membership Services and Business Process Outsourcing.

Our value proposition is based on a legacy of customer contact center operations and acquiring services, combined with an unrivalled understanding and knowledge of all the major technology providers within supply chain, the complex 'patent' landscape and vendor contracting environment. We use that knowledge and understanding to help our clients achieve and maintain PCI compliance within the MOTO channel whilst ensuring that they deliver the right balance between customer experience, risk and cost.

Like most professional services businesses our engagement model starts with a discovery phase, assessing your current position against an eighteen point 'compliance readiness framework'. This allows us to identify and cost the 'work streams' required to deliver your 'PCI compliance programme'. We then use our templated approach to build a complete set of business requirements (considering digital transformation of the telephony environment as well as the digital transformation of the customer journey) and engage with a short list of appropriate vendors to help build the business case ahead of supporting the technology selection process.

Our success is measured by the delivery of successful projects and the cost reductions those bring as reducing overall transaction costs, reduced licensing costs (typically pause resume and call recoding costs) and headcount dedicated to maintaining and monitoring compliance across the CDE. We operate a collaborative business model, working as Subject Matter Experts for global consultancies, leading consumer brands, International QSA firms, acquiring banks, payment gateways and leading contact center BPO providers.

If you want an independent view, for us to share our experience with you, maybe by to discuss building a business case to deliver a No Card Data Environment, then please get in touch. We shall be happy to help.

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Connex One is a cloud-based communication software that enables businesses to provide interactive sales support and customer service to their consumers on the channel of their choosing.

Utilizing our secure, cloud-based, omnichannel engine, businesses can efficiently orchestrate the handling of each conversation and the agents that respond.

Our clients see significant improvements in customer satisfaction (CSAT) rankings, reduced costs per interaction, and are able to efficiently meet ever demanding service level agreements. With its modern interface, cutting edge UX, features like Gamification and the seamless dashboarding functionality, it's a hit with it's users.

The open platform and out of the box integrations (to all the major CRM solutions) can satisfy IT functions with rapid implementation and consolidate communication for internal processes, as well as external interactions with your clients.

Enabling home and remote working for businesses

To help businesses throughout the global COVID-19 pandemic, Connex One is offering contact center and customer service businesses our global support by enabling remote working through the Connex One cloud platform.

We support businesses by providing a unified cloud communication solution which can be accessed by any of your team, from anywhere. If your business makes the decision to increase the amount of homeworkers, we can help you do this in a few quick steps and at no additional cost.

Our remote working platform is quick to deploy with a solution that fits your business:

- **HOSTED TELEPHONY**

  Create a VPN from our data center to your site with a secure connection

- **WHITELISTED IPS**

  Whitelist your user's IP to enable remote working

- **STATIC IP**

  Configure static IP to access firewalls

- **CLOUD-BASED SOFTWARE**

  Create a password-protected secure link from your VPN to our platform

For more advice on how to strengthen your team's communication when remote working, check out our blog: https://www.connexone.co.uk/strengthen-team-when-working-remotely/

To learn more about implementing the Connex One platform for your cloud-based omnichannel communication or to request a free trial, call 0345-056-1133 to speak to one of our team members or get in touch via our website: https://www.connexone.co.uk/contact-us/

For a free demo of the Connex One platform, contact our sales team at support@connexone.co.uk

In times when there are increasing pressures to respond to greater customer demand with fewer available agents whilst keeping wait times low there is a need to triage phone calls, web chats and messaging interactions. By automating responses to simple and commonly asked questions it removes many monotonous and repetitive enquiries and reduces the load on the agents.

Converse360 help organizations transform their customer experience through powerful Cloud platform that integrates service automation technology and intelligently blends it with live services.

We create simple and engaging automated customer experiences that people love to use that are effortless, convenient and fun. We provide a platform that automates customer interactions at scale through a broad range of messaging, speech and realistic visual avatar (Digital Human) interfaces. We embed the world's leading conversational AI technologies from Google, Amazon, IBM & Microsoft into the platform and make them simple to access. We also enhance their services by incorporating many other advanced CX functionality.

Realtime analytics constantly monitor the conversations, the sentiment and other key metrics to flag issues or escalate where required. Where interactions become more complex, the customer sentiment is low or the technology hasn't been trained in certain topics, the systems can automatically transfer the interaction to Contact Centre agents or Teamwork applications & Messaging systems with details of the customer journey up until that point to give the best hand-over experience.

We instantly respond to customer enquiries by unlocking the knowledge and data within businesses and make it universally accessible through dynamic conversational interfaces that automate answers and action requests from the customer's favorite device. Connectors to CRM, Service Desk and business applications enable powerful data collection to enhance the services further.

We blend the service automation components with human interaction seamlessly through connectors to the leading Contact Centre and Teamwork Apps from Cisco, Microsoft, Slack, Enghouse and many others.

These Intelligent automation technologies enable businesses to serve customers quickly whilst maintaining high levels of customer services and supporting remote agents with increased workloads.

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In our new digital support reality, the real-time availability of the most trusted and relevant online resources are essential for customers to be successful, but many organizations struggle with having too many sources of information for customers.

Coveo enables enterprises to thrive in the experience age, through delivering unique service and support experiences that are relevant, unified, and valuable. With Coveo, every customer interaction in the journey is relevant in the moments that matter, unified across every digital touchpoint and valuable for the business.

How? The Coveo Experience Intelligence Platform uses AI, intelligent search and recommendation technologies to personalize millions of digital customer experiences. By stitching together content and data from across the customer journey, Coveo-powered self-service experiences increase case deflection and customer loyalty. Because Coveo is a cloud service, it can be implemented quickly, and auto-scaled up to any capacity for any eventuality - within weeks.

With native integrations into Salesforce & ServiceNow, the Coveo Experience Intelligence Platform creates effortless self-service experiences for some of the world's most admired digital leaders.

Customer results include:

- Tableau saved $16M to $18M per year by using Coveo to power their self-service experience on their community portal. The solution enables their customers to become more proficient in the platform - a key objective after the organization's move to a subscription-based business model. View the case study.

- Salesforce tripled case deflection rates after implementing Coveo on their community portal. The solution empowered customers by bringing in content across their Salesforce orgs, and then applying AI to recommend the most relevant content to each customer. Watch the Dreamforce session.

Learn why digital experience leaders trust Coveo by visiting www.coveo.com.

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Creative Virtual is a global leader in virtual agent, chatbot, live chat and conversational AI solutions that bring together humans and AI to improve customer and employee engagement. As a pioneer in the industry, we have played a leading role in the advancement of the technology and ways it can be implemented since 2004.

Agent Assist from Creative Virtual provides contact center agents with desktop conversational AI as a knowledge source. It gives them the extra edge in providing customers with quick, competent service. With Agent Assist, your agents have access to a virtual agent that understands questions asked in natural language as well as in the vocabulary of your contact center, including internal abbreviations and acronyms commonly used by agents. The tool acts as a virtual supervisor, giving agents instant access to information and step-by-step guidance through procedures and processes that is current and up to date.

Agent Assist uses Creative Virtual's award-winning V-Person™ and machine learning technology to:

- Reduce average handling times
- Improve first contact resolution
- Provide agents with alerts and instant access to updated, time-sensitive information
- Reduce training time for agents
- Improve consistency and compliance across the contact center

Our highly flexible integration options and unlimited customization by channel, product, business unit, user profile and device allow organizations to provide service and support in a seamless, personalized way and at large scale. We offer solutions in over 35 languages and options for hosting on-premise, in the cloud and in a private cloud.

We combine our technology with the best practice expertise of our highly experienced team to provide guidance on implementation, ongoing development and optimization for long-term success. Our team consults with organizations and contact centers to help build a business case and develop a successful conversational AI strategy.

Learn more and connect with our expert team:

http://www.creativevirtual.com/us | infoUSA@creativevirtual.com

Twitter: @creativevirtual | LinkedIn: Creative Virtual

daisee

We build technology that empowers people.

Daisee provides **100% cloud-based speech and sentiment analytics software** that automates risk and quality management. Enabling you to see far beyond words alone, surfacing the underlying emotion hidden deep within your calls – what your customers are really saying, thinking and feeling.

We help you interrogate your voice data and quickly identify compliance issues and missed commercial opportunities as well as gain knowledge and insights that enable better business outcomes.

The power is augmented human intelligence. Crunching, filtering and categorizing huge amounts of voice data used to be an unachievable task. Daisee does this in near-real-time so that people can act upon the insights.

The solution has proprietary use of its sentiment language, a University innovation developed at Daisee and pre-trained on contact center and BFSI industry terminologies. Using Natural Language Processing models, Daisee looks for word families and patterns in sentences, transforming or vectorizing the words into numbers – so the machine can learn, derive context and further algorithms are then applied.

The **Programmable Scorecard™** provides an automatically completed scorecard for every call, complete with custom questions and weightings as well as descriptions as to why each question passed or failed, and triages high-risk calls for immediate review.

Deployment is a matter of days, operational and customized in a matter of weeks and there is no setup or professional services fees – just a simple SaaS based pricing model.

Ensure 100% of your phone interactions are not only monitored, but also analyzed and scored with high-risk calls triaged for fast review and remediation.

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directly

The impact of COVID-19 is tragic and undeniable. Customer support organizations around the world are deeply affected and struggling to meet customer needs as call volume is increasing, contact centers are closing, agents are unable to get to work, and companies are scrambling to move to work-at-home, and other alternative support models.

It's a jarring and unprecedented situation, and we're committed to helping companies through these uncertain times with our distributed gig & automation solutions. Customers such as Microsoft, Samsung, Airbnb, and Autodesk are currently using our AI platform to recruit their community experts (i.e. brand ambassadors, end-users, or loyal customers) to establish a powerful gig workforce to help resolve tickets and automate solutions.

With over 20,000 gig workers in our networks today, customers rely on us to resolve between 20-60% of all contact center volume at a CSAT of over 92%. There is an incredible amount of untapped knowledge within your customer base and community forums, and many of these people are out of work. Our platform provides contact center augmentation, critical customer insights, surge & spike management, multi-language support, and automation solutions to quickly and effectively help your customers (and teams) during this crisis.

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Douglas Jackson are available to help support with virtual hiring.

We have an online portal which allows secure access for both client and candidate, anytime, anywhere. Learn more here.

Video applications, which can be tailored to your recruitment campaign with competency question responses.

Advice and support on CV and video applications for candidates.

Behavioral profiling to give both employer and employee the confidence in them being the right match and right culture fit.

All within a flexible timeframe tailored to suit your business.

We are available for expert advice and recruitment support.

We have an established network of proven, experienced subject matter experts that are good to go for some short term, fixed term contract, or permanent hires.

Douglas Jackson are a specialist recruitment consultancy and executive search company, working to help our customers recruit permanent and interim talent at Executive Board Level, Head of Department, Managerial and specialist skilled support and strategic function roles across the Customer, Client and Experience landscape. We recruit across the whole of the UK and offshore.

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During the recent health emergency many contact centers have seen unprecedented customer demand. Frontline teams are under enormous pressure to manage the exceptional peaks in volume while social distancing makes remote and home-working the only viable option for employers striving to operate 'business as usual'.

As a result EBI.AI launched a brand-new Artificial Intelligence (AI) bot designed to help companies keep their customers satisfied, staff safe and open for business.

CoronaBot from EBI.AI helps bring calm to chaos by:

- **Answering the most frequently asked questions –** the bot is pre-trained to answer the most commonly asked customer questions such as, 'Do you provide a delivery service?' or 'How do I contact you?' This takes pressure off organizations with increasing contact volumes and potentially shrinking frontline teams

- **Providing a smooth handover between virtual and live agents** – bots can capture and analyze large amounts of critical customer data, then transfer this valuable intelligence to frontline staff. Time-consuming tasks such as identification and verification are minimized while customers receive a seamless customer experience (CX)

- **Strategically supporting business continuity planning –** bots help maintain calm in a highly unpredictable environment. One major travel company managed to keep call volumes at a sustainable level despite the number of conversations with their virtual assistant rising 290% during Storm Ciara and 259% as a result of Storm Dennis in early 2020

- **Being easily configurable** – bots can be tailored to address a company's unique set of disaster scenarios

EBI.AI helps transform CX operations using AI technology. The company's Lobster AI platform is used across multiple sectors and by some of the world's largest insurance, travel, retail and property companies. The platform is built using advanced natural language processing (NLP) and can integrate with all leading systems. AI can reduce contact volumes and leave your homeworking agents to amaze customers.

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How to secure remote or homeworking agents

Contact center agents that work at home or remotely are growing in popularity; however, remote working agents do pose a security and data protection challenge.

The prospect of allowing credit/debit card details, social security and other sensitive data to run freely through unmonitored home-based agents is a big concern.

And, solutions that may have worked in a controlled contact center environment cannot always be replicated in an unregulated home or remote location.

How do I get remote agents secure quickly?

Patented technology is available that can hide sensitive data from agents' screens, headsets and systems, wherever they're based. This way, they are never exposed to data they don't need to see or hear. And, the business reduces the risk of breaching PCI DSS compliance rules and retains governance over how staff interact with their systems.

Bespoke solutions can take longer to set-up, but there are options that can be deployed quickly with minimum fuss. In addition, other options to take payments through live chat and or a website payment page can also be used effectively by remote workers.

How does it work?

- A simple to install secure payment solution without time-consuming integration, that hides sensitive card details and other data from the agent and call recordings.
- A standard solution that deploys seamlessly, requiring no changes to your internal or external applications or vendors.
- It addresses your current requirements but is scalable, allowing you to expand as you need
- Secure payments through a chat facility ensures that no data is exposed to agents or networks keeping it outside the system's environment.

This means your business can:

- Deploy additional homeworking agents quickly and securely
- Maintain PCI DSS compliance throughout your contact center workforce
- Offer multi-channel secure payment options – phone, web and live chat or IVR
- Retain a good customer experience which remains unaffected

If you're looking for a way to deploy remote working payment solutions, then we're here to help. We can give you the advice and guidance you need to make this a reality - without compromising PCI DSS compliance, control, security or customer service.

Get in touch via tellmemoreUS@eckoh.com.

EdgeTier's Arthur system is the first customer care system built from the ground up to incorporate AI and automation at all points in the handling of customer support queries. EdgeTier's unique approach means that customer care agents are guided through the process of handling complex customer care queries, significantly reducing handling times, while increasing the quality of responses. This allows customer care teams to significantly reduce costs and scale efficiently.

EdgeTier's comprehensive reporting and predictive alerting provides managers with clear visibility into all activities in the contact center, while also alerting managers and team leads on any issues within the contact center, or of new issues arising with customers.

EdgeTier's Arthur system supports remote environments in a number of ways, namely:

- Fully cloud based and accessible from anywhere.

- In-built translations allow any agent to handle emails and chats in any language.

- Significantly more efficient allowing much smaller teams achieve the same level of customer care. Typically, email handling times are reduced by 40%-45%, while chat handling times are reduced by 25%-35 compared to current generation systems.

- Higher quality of responses due to agents using best-practice suggested responses.

- Simple integration into internal CRMs or other systems to allow agents view relevant customer data when handling a query.

- Pro-active reporting to alert managers of arising issues. This means that remote managers don't have to rely on agents informing them of issues. E.g. a manager will be alerted if there is a spike in people contacting about "payment issues on the website".

- Comprehensive data reporting that allows remote managers deeply understand activities of their team and customers.

- In-built customer surveys which allow remote managers to undertake performance review of team members based on real customer feedback (e.g. by identifying agents delivering low-NPS contacts scores).

- Rapid deployment and setup

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Enghouse Interactive is the world's most reliable contact center technology provider. Our global brand is built on our track-record of consistently honoring our commitments – to our customers, our staff and our shareholders.

Enghouse Interactive, a subsidiary of Enghouse Systems Limited (TSX:ENGH), is a leading global provider of contact center software and service solutions that deliver enhanced customer service and transform the contact center from a cost center into a powerful growth engine. Our Practices and Solutions enable businesses to leverage meaningful, daily customer interactions to extract key insights used to deepen customer loyalty and uncover new opportunities to add value, profitably.

Globally, Enghouse Interactive's divisions support over 10,000 customers across 100+ countries, respecting local regulatory requirements, and supports any telephony technology, whether deployed on premises or in the Cloud, ensuring that our customers can be reached by their customers – anytime, anywhere, and via any channel.

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ethosIQ functions as the middleware within a contact center – pulling data from an unlimited number of disparate sources and aggregating them into a database to provide a single source of truth. The Customer Engagement Platform (CEP) is our source-agnostic disparate data collector. CEP feeds into ethosAnalytics (eA), a visual, customizable analytics dashboard that reports big data analytics in real time. Depending on client needs, the dashboard can include various other solutions, including Business Process Outsourcer (BPO) Optimizer, asset management and industry specific solutions.

During times of crisis, like the COVID-19 Pandemic, wait times can sky-rocket. Many companies will turn to AI solutions to help with the influx of callers, all while agents are asked to work from home. All of ethosIQ's products can be seamlessly integrated to these AI solutions, and ethosIQ has data collection and ETL solutions that allow us to connect and monitor all of the cloud-based platforms that remote workers use while working from home.

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Integrated Quality Assurance and Coaching Software For Remote Call Center Teams

Quick to implement and easy for front-line teams to adopt, EvaluAgent helps you maintain service quality and agent engagement throughout your operation.

In real terms, EvaluAgent gives QA teams the ability to evaluate from anywhere, share feedback with agents and team leaders in real-time and conduct 1:1s remotely.

Everything is documented, and all users (agent, team leader, senior managers) get access to a personalized dashboard to understand performance and remain engaged.

Furthermore, you only need an internet connection to access EvaluAgent from wherever you are in the world, with specific country clusters to remain fully compliant with GDPR, HIPAA and localized privacy laws.

Free trials last for 30 days, and paid plans start from £3 per agent. Monthly contracts are available. Unlimited customer support and set-up assistance comes as standard.

To start your free trial or arrange a demo, please visit: https://info.evaluagent.com/remote-teams.

Alternatively for advice from remote team to another, check out our on demand resources at www.evaluagent.com/best-practice

As a leading provider of cloud contact center software, Five9 brings the power of cloud innovation to customers of any size and industry.

The Five9 platform is reliable, secure, compliant and scalable; designed to create exceptional personalized experiences. The Five9 intelligent cloud contact center is an end-to-end solution with omnichannel routing, analytics, WFO and AI and as a Cloud Contact Center as a Service (CCaaS) solution, it offers the unique capability to quickly enable a workforce to work remotely if needed.

Keeping a contact center up and running during any type in uncertain times is essential to ensure the continuity of the business. In emergency situations where agents may not be able to get to the contact center, it is critical that companies have a business continuity plan to enable agents to work remotely. The Five9 Intelligent Cloud Contact Center enables businesses to transition its workforce to any location around the world, including their homes.

A number of forces in the industry are causing dramatic and rapid changes in the way contact centers utilize technology and structure their operations. Two of these are interrelated: the adoption of cloud contact centers and the shift to supporting a remote workforce.

As more companies move their contact centers to the cloud, they find that the technology greatly simplifies setting up at-home agents; all that's required to start taking calls is a computer, a headset, and an Internet connection. This is leading to an explosion in work-at-home agents.

Most companies are finding that developing a program that allows agents to work-at-home is an incredibly effective way to reduce operating costs, while improving service levels and ensure the continuity of the business. Among the benefits are huge cost savings, greater flexibility, a larger pool of qualified agents, reduced staff churn and absenteeism, enhanced agent and customer satisfaction, and greater productivity.

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Any contacts, any language, any channel, any time.

FM Outsource is a UK-based communication outsourcer, offering a full-suite of inbound and outbound contact services. Our teams offer a combination of office and remote-based labor, which can be flexed however you choose, all the way up to 100% remote working.

We work with organizations of all sizes, across multiple markets, to manage global customer and user communication. Through our use of cloud-based tools, we provide contact management across telephony, webchat, email, social media, and more. We are committed to the quality and efficiency of our representation of your brand. So, whatever channel you choose, we will assign the team, processes, and training requirements to promote an excellent service.

All our channels run at 100% availability, meaning we have the capability to provide 24/7, 365 customer care. We can either provide complete solutions (where we manage 100% of your volume) or just an additional resource. For some clients, this means managing their out of hours contacts; for others it means managing their international volume through our multilingual, C2 level advisors. Our multilingual resource is available across all our channels, giving you the truly universal coverage, you need.

Best of all, we have packages that suit everyone. We have cost-per-contact solutions where you only pay for the contacts we handle, as many or as few as that may be. Alternatively, we have various cost levels of hourly and FTE advisors who can provide dedicated, regular assistance. With generous levels of training and quality assurance available, as well as our willingness to use any technology you require, we're committed to being an exceptional part of your business.

For more information, or to see an example of how we work, get in touch today.

Contact:

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As we continue to see the news dominated by COVID-19 (Coronavirus), we wanted to extend a helping hand to US contact centers who may be facing the challenge of quickly enabling your agents for remote working, based on the government advice to work from home until further notice.

Over the last few weeks we have helped numerous contact centers with rapid deployment of flexible cloud-based contact center solutions. We can offer both a straightforward voice-only contact center solution for rapid set up, or a more sophisticated Genesys omnichannel solution – depending on your requirements.

Our voice-only solution (Voxivo CX) is intuitive, easy to use and perfect for rapid deployment of remote contact center agents. Our clients have told us over the past 5 days "how easy it was to transition all of our agents to working from home". There is also our market-leading offering from Genesys (Genesys Cloud) which is a multi-channel, digital and customer experience-led cloud solution, ideal for remote agents needing to access information and applications in the cloud. Both are ideal for rapid remote deployment.

With this in mind we wanted to extend an offer to you to help you maintain business as usual operations in challenging times. Foehn would like to offer free of charge subscriptions for 90 days for our voice-only solution (with free installation) and 60 days for Genesys cloud contact center subscriptions (with heavily discounted installation), to get you up and running as quickly as possible. There will be no minimum contract and we will maintain the offer on our voice only contact center for as long as there continue to be government restrictions in place.

If you would like to find out more, please contact us to speak with one of our experts who will be able to advise you on the steps to get going quickly.

We can get you up and running.

Contact:

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How Contact Centers Can Manage Call Spikes and Staff Shortages

During this rapidly evolving COVID-19 pandemic, contact centers around the globe are working tirelessly to protect the health and safety of their agents, while dealing with unprecedented pressure. Call volumes are at an all-time high, and this added stress is heightened by staff shortages and the transition to remote working.

How Fonolo's Cloud-Based Call-Back Solutions Are Helping:

Fonolo's Call-Back solutions are your contact center's safety net. They are purpose-built to be leaned on during unexpected times – and that time is now.

Remote work has been proven to decrease stress levels and drive better productivity, but you can't conceivably reap those benefits if your call volumes are spiking and your agents are dealing with the added burden of disgruntled customers.

Whether your agents are remote, local, or off-work sick, call-backs still provide the same benefit: **They flatten call spikes, eliminate hold time, reduce call abandonment, and improve the overall customer experience.**

Fonolo's SaaS solution works with any call center platform, and because it's a cloud application, your remote team can manage it from anywhere in the world.

How Fonolo is Helping:

We had your back before, and we have your back now. Fonolo is here to help support contact centers through this uncertainty — that's why we've made it even easier to use our call-back solutions. Effective immediately, we're waiving our minimum license requirements so that you can use our voice call-back software commitment-free, for as long as you need it.

What Fonolo is Doing to Preserve Continuity:

We have strengthened our support systems in preparedness for usage spikes and unusual workloads, and we are confident in our abilities to support you as the situation develops. Fonolo's business continuity plan ensures that our employees remain safe, the Fonolo platform remains operational, and that all customer data remains protected.

Contact:

Speak to a call-back expert today. Contact sales@fonolo.com

Deliver mission-critical customer support

It's more important than ever for businesses and remote teams to be able to communicate and collaborate effectively. Take your mission-critical customer support functions to the cloud to scale up and enable remote work fast. Genesys provides a number of options that make it easy to be there for your customers — and for each other.

Organizations of all types can enable remote work and scale quickly with Genesys cloud contact center software to:

- Keep communication flowing. Take calls, return callbacks, manage emails and more.
- Record interactions. Stay compliant with recordings stored safely in the cloud.
- Collaborate easily. Work together across distances with smart collaboration tools.

    "The cooperation with Genesys to launch the Helsinki Helpline has already been amazing. In just a couple of days, we launched a fully functioning contact center and trained our entire team, including citizen volunteers with many different backgrounds."

    – Tiina Hörkkö, Director of the Helsinki Helpline, City of Helsinki

About Genesys

Every year, Genesys® delivers more than 70 billion remarkable customer experiences for organizations in over 100 countries. Through the power of the cloud and AI, our technology connects every moment across marketing, sales and service on any channel — for better customer and employee experiences. Visit genesys.com on Twitter, Facebook, YouTube, LinkedIn and the Genesys blog.

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t: +44 1276 457000 Fax: +44 1276 457001

![genius software solutions logo]

Having spent 25 years running our own contact centers, we know a thing or two about building great Contact Center Solutions.

Having faced the same daily challenges as our customers we have built a solution that incorporates all the functionality you would expect from Cloud Contact Center Solution and much more. Alongside compliance and productivity, operational experience is the real ingredient that sets our technology apart.

Having a Cloud Contact Center solution opens up the flexibility of allowing all employees, Agents, Managers and Supervisors to work from any location without any loss of functionality, visibility or control of what's going on in your contact center.

For supervisors and managers, our Genius Dialer Management System allows you full control and visibility of your agents and the ability to manage all aspects the solution from any location.

GDMS allows a 360 Degree, Single Customer Interaction View – Every Dial, Call, Screen, Email, SMS, Payment Processed, Customer Call-back, Voice Recording, KPI, MI reports and monitoring and coaching of your agents in real-time.

For agents it allows the flexibility to work from any location and hours that fit both your organization's requirements and the lifestyle of your agents. In an increasingly global environment working 9-5 may not suit your business or the lifestyle of your agents and their commitments.

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Quick-To-Deploy Solutions to Assist With Customer Interaction During the COVID-19 Outbreak

Specialist systems integrator Geomant offers a range of cloud-based solutions that can be deployed within days, helping you meet increased demand and deal with remote working situations during the COVID-19 outbreak.

Geomant Solutions to Manage Increased Demand

Callback: One of the most effective ways to manage spikes in call volumes is to offer a reliable callback service, using either virtual queue technology or scheduled callbacks.

Channel Hop: Move inbound voice to self-service and digital channels which are far easier to manage for home working agents.

Self-Service & Interaction Filtering: Use FAQ Bots and IVR technology to field simple queries allowing agents to focus on the more complex requests that require manual intervention. Also use Bot and IVR technology to prioritize interactions – making sure that the urgent queries and those from vulnerable customers get answered first.

Proactive Personalized Outbound Communications: If you know that customers need assurance or additional information, why not proactively provide that information, rather than wait for them to call? SMS campaigns with escalation to voice, live chat or Bots can be very powerful.

Geomant Solutions to Manage Reduced Capacity and Facilitate Remote Working

Digital Channel Contact Center for Home Workers: Make digital interactions easier for home workers. Deploy a digital-only contact center or integrate digital channels with Avaya voice. Add webchat, WhatsApp, Messenger and SMS.

Home Agent Contact Center: Add contact center functionality to your existing UC technology such as Microsoft Teams or Skype for Business. Alternatively, add in mobile routing.

Home Agent Wallboard: Wallboards don't have to be on walls, ensure your agents have the same business intelligence and data visualizations on their laptops or home computer.

Geomant is waiving set-up costs where possible and are not asking for long-term commitments. Get in touch today to discuss your individual needs.

Contact:

w: www.geomant.com

e: products@geomant.com

t: 800.637.1077

Omnichannel communication solutions for every business.

Gnatta is a SaaS provider, built to supply high quality, cloud-based communication technology to every business. Our vision is a world in which every business can talk to every customer wherever, whenever, and however. Our suite of cloud-based tools is ready to get you up and running immediately.

Each of our products is omnichannel-ready, giving you the capability to manage customers through channels including:

- Telephony
- Webchat
- Email
- Social media
- Messenger systems (including WhatsApp for Business)

And more!

But providing complete channel coverage is the bare minimum; we believe that the strength of a communication platform lies in how it works for you. The days of advisors handling repetitive tasks such as data gathering, DPA authentication, and system updates should be behind us. Similarly, the process of prioritizing and routing contacts has historically distracted human advisors from their key objective: empathetic communication.

That's why we have developed a unique engine that powers every Gnatta product, making full use of various AI tools combined with automation capabilities. This means, with Gnatta, every one of your contacts is consistently updated with a priority rating in real time, ensuring that your advisors are answering in the right way for your business. These rules and SLA's are set by you, the client, giving you total control over your communication.

This engine comes powered with unique features only available to Gnatta clients. With Profile Aggregation, a customer's entire conversation is combined into a single interaction – whatever channel they use – to give your team full visibility to get the answer right first time. This is supported by dynamic, data-driven responses, chatbots and automated reply options, and complete integration tools to work alongside your existing systems.

With Gnatta, you can communicate your way.

Contact:

e: hello@gnatta.com

t: 0330 088 5621

w: https://gnatta.com

The onset of COVID-19 has changed the contact center industry, both in the short term and in the longer term. Priorities and anxieties of the labor pool have shifted, and the brick-and-mortar world is giving way to alternate methods of operation as both buyers and employees shy away from heavily populated facilities.

Organizations with established Work@Home programs are poised for growth explosion, and as a leader in the remote work space, we have the expertise to support the surge. As part of the HGS family, our existing Work@Home agents, supervisors, and support staff enhance our cultural connection while enjoying a flexible work environment. And as we onboard new hires each day, we make every step of the employee life cycle virtual—from our world-class training program to career path advancement.

From a buyer's perspective, removing geographical barriers increases the sourcing footprint exponentially, enabling HGS to hire any specific skill set required. Adjustments to volume fluctuations, both seasonal and unexpected, can be delivered utilizing a Work@Home program. A secure technical solution through HGS-provided equipment allows for encryption of all data, while two-factor authentication and regular video scans of an employee's workspace ensure compliance with regulations including PCI or HIPAA.

Though a Work@Home platform often serves as a significant part of a company's business continuity plan, additional reasons exist for implementing and growing a virtual workforce. As we enter a new era in contact centers for both employees and buyers, HGS is prepared to adjust and grow to meet new demands, and we're confident that immediate solutions to those needs are accessible through remote workers.

For more information on Work@Home options for your business, please reach out to Lauren Kindzierski, VP of Consumer Engagement Solutions at HGS.

Contact: Lauren Kindzierski (VP of Marketing – Consumer Engagement Solution)

t: (309) 229-2837 – Ask for Lauren

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HireIQ's solution enables companies to improve their hiring decisions, shorten time-to-fill, reduce recruiting costs, and ultimately increase talent performance and retention through its on-line virtual interviewing, novel predictive analytics, and structured processes for both recruiting and operational stakeholders.

HireIQ revolutionizes talent acquisition for call center sales, customer service and technical positions, by automating the interview process, assessing the candidate for critical communication abilities and the hard skills necessary to succeed in each role. HireIQ utilizes an AI predictive capability that analyses thousands of features of a candidate's voice responses to identify a candidate's ability to succeed in the roles.   HireIQ's Audiolytics capability leverages emotion, energy, activation, alertness and engagement (as well as boredom and disengagement) identified through voice response analysis to provide insights into a candidate's likelihood to succeed in KPI attainment and retention objectives.

HireIQ is a privately held company based in Atlanta, GA. For further information, please visit www.hireiqinc.com or email HireIQ at sale@hireiqinc.com.

iNet is a Tier 1 carrier and a pioneer of cloud voice telephony. All solutions are remote-access enabled, and we encourage your readers to benefit from our remote-working technologies.

Our solutions fall into 4 categories depending on the type of business or organization.

1/ **High Volume Call Routing** – Any volume of inbound or outbound calls can be re-routed to any end-points (client or not). We are currently working with our larger clients, routing calls at the network-level to home workers and DR sites, to ensure business continues and their customers can get through.

2/ **Voice Enabled Microsoft® Teams** – Our clients who utilize collaboration tools like Microsoft Teams use iNet as their default Call carrier. This delivers a single, seamless desktop environment for collaboration, while enjoying iNet's feature-rich PBX solution using their regional and DDI numbers.

3/ **Contact Center Solutions** – We have 2 solutions that customers are utilizing at this time of crisis:

   a) **Enterprise Contact Center** – Our larger Contact Center clients use our cloud deployment of Vocalcom to operate without disruption at home. All Agent and Supervisor functionality, Wallboards, and Reporting is available. Calls, Email, WebChat and Social Media interactions are distributed with 'skills routing' to multiple device end-points (home PC, Tablet, Laptop or Mobile)

   b) **iNet Dynamic Dialer** – Smaller clients are utilizing our preview dialer solution, designed for remote devices like tablets and mobiles.

4/ **Cloud PBX** – Plug 'n' play handsets for use at home or remote locations. Our cloud PBX solution provides your regional or DDI landline number to make and receive calls wherever your handset is located.

At this difficult time, we are working with all our clients to ensure business continues with minimum disruption.

Visit www.inetplc.com if you would like to learn more or please contact me directly for a confidential discussion about your requirements.

Contact: Michael Pavlou

e: michael@inetplc.com

t: 0800 8 100 100

w: www.inetplc.com

The Contact Center Experts™
Evaluating ˅ Training ˅ Consulting ˅ Staffing

Insite Managed Solutions offers an array of specialized services that are designed to give our clients a modern, competitive edge. Here are a few services you might find helpful.

Work@Home workshops are offered focusing on both front-line agents or managers. Through these workshops, agents are empowered to provide their highest quality of work remotely, while managers are trained on how to most effectively coach and supervise their remote workers.

Insite also staffs eLearning specialists. This team of experts rapidly design or redesign curriculum that can be delivered remotely, reduces time to proficiency, and accounts for a variety of learning styles.

Insite provides clients with assistance in the area of Operations Program Management to organize and deploy work from home solutions."

Contact: Jenine Kent (Vice President)

t: 239-338-8719

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uContact is a Truly Omnichannel Contact Center Solution that helps Contact Centers to offer supreme experiences to their customers, in every interaction, through any Channel.

Designed to monitor and manage the entire operation of a Contact Center. This Platform gives value in every aspect of the journey of an Agent and a Supervisor: great usability and user experience; simple, flexible and friendly.

Happy Agents, Happy Customers

At Integra, we believe in making agent's work simpler, organized and more enjoyable. uContact gives Agents the power to deliver an optimum experience to clients. This is the main goal.

Our solution on Google Cloud creates the possibility for Contact Centers to have Agents working from home safely and efficiently, with Supervisors monitoring in Real-Time with all the options inside the platform to check or help them. In terms of these, we have implemented a 24-hour setup moving entire teams to the Cloud, so they continue doing their job normally, but more importantly, safe and sound from their homes. There's no need of installation, just WebRTC and with the fast deployment, the Agent is on the run very quick.

The Solution includes a Platform with all the Channels to connect Clients: Phone, WhatsApp, SMS, Social Media, Email, WebChat and Video. Every contact is included in a Unified Inbox.

Those connections are helped with our Automatization Technology and the possibility of design workflows for different campaigns; such as Dialers, Bots for Calls – SMS – Web chat and Social Media Channels. uContact can help Contact Centers maximize their customer's connections through any of the channels, and most importantly, get the best quality of those interactions.

Join Us Now!

Contact:

w: www.integraccs.com

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Intradiem – Workforce Automation

Optimize Performance of Remote Agents in Your Virtual Contact Center

Workforce Automation is the foundational dependency for remote contact center models and optimizing management of work from home agents. Automation will become even more critical as contact centers will need to evolve from "tethered" remote models to true virtual work from home models where agents are geographically dispersed and spend 100% of their time in their home office.

Intradiem's solutions enables the effective management of contact center employees when supervisors and managers cannot be physically present.

Workforce Automation has real-time capabilities needed to optimize center operations and effectively monitor, manage performance, and engage remote agents:

Real-Time Communications and Training without impacting service levels

- Deliver critical communications (e.g., brief leadership videos or emails explaining the latest company updates and protocols).
- Cross train agents to ensure coverage and support in multiple areas
- Continue with agent development and coaching plans to stay connected to a remote workforce.

Optimize Management of Remote Agents

- Monitor service levels and alert agents to move to a ready state to take calls when volume spikes.
- Monitor volume across channels and alert agents to move to the high-volume channel.
- Control handle time during high volume.
- Optimize schedule adherence to keep agents on track.

Intradiem is the only workforce automation solution that delivers guaranteed results while improving both agent engagement and the customer experience. Our powerful technology acts as an automated manager for the contact center with rules triggered in real-time by actual center conditions. We power over 1.2 billion automated actions annually and demonstrate more than $100 million in annualized savings across the customer base.

Contact:

e: contactus@intradiem.com

a: Mansell Two, 3650 Mansell Road, Suite 500, Alpharetta, GA 30062

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Cloud solutions are a logical choice for contact centers looking to support remote working.

At IPI we offer customers a range of cloud-based tools, including our Genesys Cloud and Avaya solutions, as well as our own networking, security and managed services. These solutions enable our clients to provide a reliable and consistent service to their customers, something which, although always important, has now become crucial. In particular, our cloud solutions enhance self-service customer interactions, including in-queue call backs, notifications and reminders, and AI enabled chatbots, ensuring our customers have more choice and efficiency in the communications with their customers. Also, as remote working becomes more heavily enforced, cloud-based solutions make it feasible for contact centers to keep operating wherever agents are based.

Indeed, as workforces become more disparate with more people working remotely, businesses also need tools to track agent productivity, schedule shifts, and forecast demand. Our Workforce Optimization solutions help here, with capabilities including multichannel recording, performance monitoring, analytics, and crucially, workforce management to help monitor and manage remote agents.

With call volumes at an unprecedented high in many sectors and long-term staffing shortages a real concern, having systems in place to help ease these burdens are crucial. Automated services are a key place to start, including call-backs and self-service tools which help ease pressure whilst maintaining service levels. In addition, our web chatbots and voice-enabled IVR solutions can help contact centers automate routine tasks to significantly increase operational efficiency. This reduction in tasks for the human agent also allows them more time to speak with customers over the phone, building brand reputation and offering a sympathetic ear to customers in these uncertain times.

Contact:

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The Customer Experience Experts

IST is a truly international organization dedicated to positioning the Contact Centre & Consumer Experience (CX) at the heart of business performance. For more than two decades we have been trusted pioneers and technology evangelists to over 300 companies globally.

IST has vast experience of delivering complex CX solutions across multi-vendor platforms that encompasses **Contact Centre**, **Customer Engagement Systems**, **Unified Agent Desktops, Speech and Language, WFO, Analytics, Robotics Process Automation**, **Chatbots, LiveChat** to name a few.

With our spirit of innovation and a passion to help our customers create even greater business advantages, we have evolved our portfolio to a full suite of solutions covering both the strategic and the operational aspects of the business.

IST serves customers from ten seat contact centers to large multinational organizations with a common ethos of commercially attractive service pricing and proven business solutions.

Get in touch to learn more. Our friendly team will enable your business to not only survive but thrive during these challenging times. Adapt your contact center technology for optimum long-term success.

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James is a new way of doing phone campaigns.

It's a cloud-based platform that anyone can use to build and run their own call campaign, whether you're an established contact center or a small business.

All you need is a browser and a list of people to call. With a list of contacts uploaded quickly through a intuitive James on-boarding tool, your users can securely access the platform and the data from anywhere.

Make fewer calls.
Have better conversations

James puts the most promising calls to the top of the list, so you'll achieve your campaign goals more quickly. Our simple, proven user interface means your callers will have all the information they need for a successful call right in front of them.

That makes their job easier and sets things up for a smooth and professional presentation.

James is a secure, streamlined platform that's been designed specifically for call campaigns. It doesn't replace your CRM system, but it's a much better way of leveraging your data for voice marketing.

James is a standalone platform with pay-as-you-go pricing and no ongoing commitment: a tool you can pick up whenever you need it. **Our pay-as-you-go model is flexible to your organization's needs and requires no long-term commitment. Simply pay for each record you initially upload to the platform, starting from as little as £0.06 per record – with no additional fees.**

With James, any business can design, build and run a call campaign of any size themselves, confident that they're within the law and that they're in control of their data.

Contact:

t: 0345 216 0180

w: www.calljames.co

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Key IVR – Secure Payment Solutions

Key IVR's secure payment solutions allow contact center staff to take PCI compliant payments remotely, through an easy to use cloud-based dashboard. We can support organizations and their contingency plans with payment services that work alongside your existing telephony setup. They're deployed globally from the cloud so there's no hardware installation necessary.

Some popular options include:

Taking Payments Over the Phone with an Agent

- Agents can access a dedicated payment dashboard from home, via a web-browser and on any laptop or desktop. This is hosted on a PCI-DSS Level 1 secured payment platform.
- The agent can prompt the customer to enter their card details securely via their telephone keypad. No keypress tones (DTMF tones) can be heard and nothing is read out loud so the agent can stay in full conversation with the customer.
- The agent can follow the entire process using their dashboard, providing assistance if required. They are informed by the platform when the payment is successful.

Transfer to an Automated Secure Payment Line

- Agents can discuss details with the customer then transfer them to a fully automated payment IVR which can prompt them to enter their card details. The agent doesn't see or hear any card details.
- Once the payment has been process the customer is diverted straight back to the agent who will be notified the payment was successful.

Send a Unique Payment Link Over Email, SMS, Web Chat or Social Media

- Agents can generate a unique payment URL that can be pasted into any form of digital communication and sent to the customer.
- It launches a secure web page, hosted in a PCI-DSS Level 1 environment, where the customers are able to enter their card details.
- The agents can stay on the call or the chat session as the customer completes payment, in case any assistance or questions arise.
- The agent is informed immediately when payment is completed.

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As a result of COVID-19, contact centers are coping with record high call volumes, unhappy customers, high levels of agent absenteeism, and a shift towards home working. As a result, many organizations are accelerating plans to offer new digital channels (e.g., Apple Business Chat, WhatsApp), while evaluating how to modernize existing channels like live chat to support more quality of service with resource-constrained remote agents.

Khoros Care enables enterprise brands to engage with customers on their digital channel of choice with unmatched operational insight. By unifying multiple channels in a single workflow, agents can engage across touchpoints — all from a flexible, cloud-based platform that can be deployed in less than a week.

Digital channels
Give agents the ability to engage fluidly between modern web chat, WhatsApp, Apple Business Chat, WeChat, Facebook Messenger, SMS, reviews, social channels, in-app and web messaging, and community.

Automation
Use bots as a first-line for answering simple questions, so agents can focus on critical interactions. Leverage AI to suggest agent responses, and use intelligent routing to send inquiries to the agent best-equipped to handle them.

Self-Service Communities
Deflect more calls by building a branded community where customers can ask and answer questions, build knowledge, and collaborate together.

About Khoros | Built From Spredfast + Lithium
With 2,000+ customers, including more than half of the Interbrand 100, Khoros powers approximately 500 million digital interactions every day. From messaging to digital customer care, and social media to online communities, Khoros helps companies authentically connect with customers throughout their journey.

Khoros.com
Message Us
Atlas Community
Request a Demo
LinkedIn
Facebook
Twitter

Accurate and consistent KNOWLEDGE – the key to maintaining high levels of customer service in these exceptional circumstances

In light of the recent outbreak of COVID-19, business continuity planning is at the foreground of business activities. Key to this planning is knowing that employees and customers will have access to the information they need to continue to perform their duties and resolve customer queries, particularly if remote working.

At Knowledge Powered Solutions (KPS), we understand that effective knowledge sharing is key to excellence in service delivery, to ensure that customers and agents are able to quickly access accurate and consistent information. KPS's Knowledge Management Solution provides a single view of multiple knowledge sources including templated responses for different channels. KPS's powerful context based search will not only find the right document but will highlight the area of the document where the answer can be found.

From telephone queries to web self service and to social media, agents need to be able to quickly respond. By implementing KPS's KM tool, it is possible to capture a customer's search history if they began their journey using web self-help. An agent who has visibility of the steps taken so far will be able to provide an enhanced level of support and be better prepared if the customer then moves to assisted service. The KM system also provides the tools to push out important information, with an audit trail of who has both received and read this information, key to keeping customers informed when information and guidelines are changing so rapidly.

KPS's Knowledge Management System is accessed via a web browser and is used by customers across the globe, in the office, in the field and when remote working from home, making it an invaluable tool in maintaining Business As Usual during exceptional circumstances.

Contact:

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Twitter: @KPSOL

LeadDesk

Close more! LeadDesk is the fast-growing, Nasdaq-listed, company that makes Europe's #1 telesales software for sales and customer service. The service is used by over 10,000 professionals in 34 countries daily. Our clients include small and large companies that use LeadDesk to make 100,000 deals per week – increasing every week.

Our service offering includes the core of LeadDesk Software for agents and admins and LeadDesk Channel for advanced multi-site monitoring and reporting. We regularly introduce new features and add-on apps, and we create custom solutions via our powerful and flexible developer API.

LeadDesk can be used stand-alone or integrated with CRM systems. Our customers boost agent productivity with highly efficient call handling, intelligent multimode dialers, seamless VoIP/GSM/PBX connectivity, integrated contacts lists, contacts data management, automated lead handling, and advanced monitoring and reporting. LeadDesk is cloud-based and easily scalable to any need.

Sales organizations choose LeadDesk because they close more, have no downtime, no start-up costs, and lower OPEX.

We are salespeople. We make tools to help salespeople. And we are interested in everything that helps you close more!

Contact:

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a: LeadDesk Plc, Hämeentie 19, 00500 Helsinki, Finland

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Lighthouse A³ - Augmenting with Automation & AI

Intelligent Quality Assurance for Remote Working

Maintaining Quality Assurance (QA) of customer interactions, understanding customer sentiment and emotions, and ensuring needs are met, remain component parts for all customer-focused businesses. With the growth in remote working, this is increasingly challenging.

Lighthouse Consulting has been providing independent customer engagement advice & expertise to organizations, for over three decades. Significantly, our capabilities in contact centers, at both a strategic & operational level, have been garnered working across industry sectors with many leading brands – to optimize customer engagement and ultimately, business performance.

Lighthouse A³ for Quality Assurance is a solution designed to support existing QA and operational resources, with independent assessment of the customer interaction and experience – in both voice and non-voice channels – in an innovative way, utilizing interaction analytics, underpinned by machine learning.

Augmenting existing resources with automation and artificial intelligence, means organizations can assess significantly more interactions than traditionally possible – up-weighting and enhancing the QA process, to safeguard the brand, drive staff development and improve customer experience and sentiment.

QA & Insights are delivered by ingesting and analyzing huge swathes of interactions to enable reliable, data driven decision-making. Intelligent Automation (machine learning) processes and analyses natural language, delivering insights in near real-time through dashboards, using scalable cloud-based technology, in a secure and compliant way.

For more information & a demo, contact:

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LiveAgent is a fully equipped cloud-based contact center solution ideal for remote teams of all sizes. The robust ticketing system has a built-in call center functionality, a native live chat, supports social media integrations, and has a knowledge base builder. LiveAgent enables you to answer tickets from all of these channels from one universal inbox, which makes it easy to get organized and handle a high influx of customer queries in a time-efficient manner.

How does it all work? Start by building your virtual call center. LiveAgent will centralize phone calls from your website or landline into a single place. You can choose your VoIP provider, connect unlimited SIP trunks and local numbers, set up IVR trees, route, and even record calls.

Next, set up your live chat. Take advantage of advanced features such as the real-time typing view, pro-active chat invitations, pre-chat forms, offline forms, website visitor monitoring, and more! Connect your Twitter, Instagram, and Facebook accounts with your LiveAgent dashboard to answer all social media queries from one place. Create stunning internal and external knowledge bases to minimize the number of incoming tickets from your customers by empowering them to utilize self-service.

Staying on top of your service requests doesn't have to be a nightmare. With the right tools and advanced features such as automated ticket routing, canned messages, and automation rules, customer service can be a breeze. For your convenience, LiveAgent is equipped with over 180 advanced help desk features, supports over 40 third party integrations, has over 40 language translations available, and has ready to use iOS and Android apps.

LiveAgent offers 3 paid plans and a free plan. The pricing is always fair and transparent – you only get billed for real-time usage. Try LiveAgent today with a free 14-day trial, no credit card required.

Contact:

w: www.liveagent.com

MaxContact is a fully hosted contact center solution which can support high volume blended inbound, outbound and non-voice campaigns from any location on the planet. Our platform offers true convergence with a single customer view of all voice, email, webchat and SMS correspondence in one place, allowing your organization to deliver an exceptional customer experience.

With a focus on productivity, high quality reporting and data security the solution has been trusted by Global BPOs, Big 6 Energy Companies and High Street Banks to deliver remote contact center solutions for a number of years and we are able to deliver a live solution in as little as 48 hours.

- Product Owners – Our solution was built from the ground up by our internal team of developers. If we need to make any bespoke changes to our product we can do

- ISO27001 Certified – We take our clients data security very seriously. This is why we are trusted by High Street Banks to deliver bespoke contact solutions

- Direct contact with directors and senior technical staff – Our clients benefit from regular access to senior members of the MaxContact team and our policy of transparency means you will always be given straight answers.

- Dedicated support team – In client feedback surveys our customers regularly praise our friendly, proactive support team

- We have partners, not customers – 90% of new features we have added to our product have come from customer requests.

- Unbeatable outbound productivity – At the core of our product is the worlds most powerful predictive dialler which features a brand new 'Drop Free' Blended Predictive Algorithm.

- 99.999% uptime – Our product is built in Microsoft Azure and as such we are able to offer high resilience and uptime as well as Express Routes to maximise data security.

w. https://www.maxcontact.com

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Agent Anywhere

With Mitel MiContact Center Business, agents use the Mitel Ignite interface, a single web-based application designed to handle all voice and digital customer interactions. From Ignite, agents receive omnichannel queries through skills-based routing algorithms, such as Longest Idle Agent or Most Skilled Agent. Agents can see contacts waiting in queue and dynamically select them to be answered.

URL screen pop capabilities allows businesses to extend their solution to support and embed third-party CRMs or business productivity applications directly into the Ignite user interface, not only enabling a single pane of glass solution but also ensuring that agents can seamlessly access all of the tools they need to manage CX remotely - including the ability to join/leave agent groups, set/remove themselves from Do Not Disturb and Make Busy, and request help from supervisors. The Real-time Monitor view allows agents to quickly view their personal performance, as well as the performance of the agents and queues working with them.

Our technology allows you to extend full voice and digital capabilities to remote agents, so they can connect and log in from home. No VPN is required and it supports desk phones, softphones, and all MiContact Center Business applications. You can extend contact center capabilities to agents at any external phone number on any endpoint. Agent and supervisor Web interfaces are available from the most common browsers (Internet Explorer, Edge, Firefox, Chrome, and Safari). In addition, Mitel's Border Gateway extends secure, robust voice and data services over the internet to agents with identical properties and capabilities as in-office workers whether using IP endpoints or SIP softphones. Plus, as we support Open Media, any non-traditional contact center media type can be integrated into the customer experience center universal queue routing system, e.g. video or social media.

We know how important it is to stay connected with your employees, suppliers and customers so please feel free to contact us for help: https://www.mitel.com/lp/remote-working-solutions

Keeping your communications open for business

Use tech for the heavy lifting during the coronavirus (COVID-19) pandemic with apps and resources to accelerate your response.

As COVID-19 sweeps across the world, it is increasingly important for organizations to effectively respond to patients, customers and staff demands at times of high pressure. It is certainly an operational feat, but can be done with the right technology in place.

The key to success often lies in embracing agility as a business model and ensuring that internal processes and systems are designed with flexibility front-of-mind from the very beginning.

Liberty is an all-in-one customer experience platform that lets you make huge, transformational changes, fast. Here's how some of our customers are using their tech.

Handle an increase in calls

Offer call backs over the phone or on your website and reduce call queues. No complex integration or hassle with legacy hardware. You can be up and running in 24 hours. Let QueueBuster handle the load.

Stay in touch with staff, customers and patients

Communication is key during extreme times. An Emergency Alerts App is a speedy way to regularly send out information to employees and customers.

Notify staff and patients

The Result module in Patient Hub delivers a fast way for Hospitals to provide patients test progress and results of the COVID-19 tests. This secure cloud-based solution can be rapidly deployed with minimal integration work by the hospital.

Enable remote workers to stay in touch

As many organizations switch the workforce to remote working, everyone can easily stay in touch using our sophisticated speech bot, ContactPortal. Calls route to where they are supposed to in an instant.

Keep your teams engaged. Our Community and forum offers them interactive solutions to their tech questions, best practice, advice and downloadable apps.

Contact:

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NICE·inContact

As the business environment continues to shift with the ongoing evolution of the COVID-19 (Coronavirus) outbreak, NICE inContact is here to help.

Companies and governments are increasingly asking employees to work from home or are shifting work to employees in less affected regions. These measures are aimed at maintaining business continuity and enabling the support of large swings in interaction volume.

To aid in these efforts, NICE inContact is offering CXone@home -- a solution that will give you the ability to keep your contact center agents safe by moving them to home-based work environments.

CXone@home package details:

• Up and running in 48 hours

• No charge for CXone software for 45 days

• No commitment, no contract

• CXone Call Center Bundle: Minimum 25 seats, no maximum

       o ACD/IVR

       o Audio Recording Pro

       o 99.99% availability

       o Free unlimited voice ports for 211/311/similar emergency service providers

Contact us today to keep your agents safe and to ensure continuity of service to your customers during this potentially disruptive time.

NICE inContact is trusted by thousands of customers to deliver the most complete cloud platform and service model, empowering companies of all sizes to transform their customer experiences and build relationships that last.

For even more business continuity best practices and resources see the NICE inContact Business Continuity Resource Center.

The Noble Remote Working Contact Center package includes:

- Work-from-home agent solution, up and running in 2 days

- No hardware, no hassle, easy scaling

- Noble Contact Center (minimum 25 seats, no maximum), featuring ACD, IVR, Interaction Recording, 100% Uptime SLA

With Noble Systems, remote agents are fully supported and managers can access the system remotely to setup new campaigns, manage existing ones or administer center resources. In addition, all management reports can be viewed via remote access.

Security:

All remote system access is controlled using Noble's multi-tier security structure, down to the field level. Each user is assigned a unique Login ID and Password combination to determine which system functions they may access. In addition, the Linux platform offers its own inherent security features, ensuring that the system is only accessed by authorized users, whether on-site or remote.

Noble Systems has developed several secure options to allow contacts to meet today's security challenges, particularly relevant to homeworkers. Our award-winning solutions can be configured with the Noble Secure offers, providing peace of mind for the protection of your system and your customer data. Our Standard Secure and Enterprise Secure packages provide additional features for a 'PCI-Ready' technology platform that can be integrated into your business processes to help achieve PCI Compliance Certification for your company.

Reporting:

Noble Reports help today's busy professionals stay on top of campaigns and agents when they are on the go, with the ability to manage the contact center remotely. Using mobile devices (iPad/iPhone, Android, Windows or Linux) puts Noble's intuitive manager portal at your fingertips, no matter where you are, to view and manage real-time contact center activities and see performance results.

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Human Process Automation (HPA) and Homeworking for Contact Center Agents

Most contact centers have been able to divert both telephony & applications into the home with relative ease as modern contact center technologies, such as VoIP and web based applications do lend themselves to a highly distributed way of working anyway.

The main challenge is not only a technological but a human one. The need to quickly deploy new agents and redeploy existing ones to new activities at short notice while unable to train them in the traditional way is creating new challenges for contact centers.

This is where the new concept of Human Process Automation (HPA™), a recent evolution of traditional call scripting technologies, comes into its own. Similar to the way in which Robotic Process Automation (RPA) streamlines routine business processes, HPA™ guides agents through complex transactions by mapping their underlying logic and bringing together the many disparate systems that play a role in the handling of calls.

Utilizing this type of technology (such as the one provided by Noetica's Synthesys™ product), contact centers can:

- Rapidly deploy and control new activities with minimal agent training
- Reduce training times and deliver such training remotely for new agents
- Easily monitor, rectify and enhance remotely agent patterns of behavior
- Ensure consistency in the handling of calls when agents are homeworking
- Agents feel supported and empowered to be successful in handling calls with confidence
- Easily modify call handling processes rapidly without the need to re-train remote agents
- Reduce bandwidth requirements in the home by minimizing the number of systems in use
- Increase call capacity by increasing first time resolution

As homeworking becomes the norm, HPA™ is clearly an excellent way of retaining control of the human aspects of a successful contact center operation in the unusual times that we find ourselves in.

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Odigo – Contact Center as a Service for working remotely

Odigo's cloud contact center solutions are conveniently designed to be used anywhere – all a user needs to access the application is a phone (or any device with a web browser) and an internet connection.

This allows for a solution that's highly adaptable and reliable, delivering flexibility while providing exactly the same user-friendly and practical experience that agents and supervisors expect, even if working from home. Customers experience a coherent journey which is still rewarding and efficient – they hear and see the same choices, while access to channels and information remains consistent.

Agents can take advantage of the familiar, intuitive Odigo desktop, meaning they don't need to retrain to use the solution if working from home. They can effectively handle all digital (email, chat, social networks) and phone interactions with a brand's customers with no disruption to workflows.

Additionally, having complete visibility of other agents enables them to consult on matters or transfer customers if required. To replicate the agent experience they can communicate and support each other through instant messenger, retaining contact center culture and reducing any feelings of isolation.

Managers and team leaders have full visibility of activities, performance and reporting, ensuring they continue to work and monitor effectively wherever they are based.

Odigo's Contact Center as a Service (CCaaS) solution delivers cutting-edge results in terms of flexibility, scalability and security. Customers can easily add more users or functionalities and transfer staff quickly to remote work when required. Odigo supports a wide variety of connection methods to access the platform and excels at tailoring implementation to meet specific needs. Thanks to Odigo, one major client successfully adopted remote work for its 200 contact center staff in just four days, enabling it to continue to offer full services to its customers during the current COVID-19 pandemic.

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OPERATIVE INTELLIGENCE

Operative Intelligence can show your biggest opportunities to systematically improve efficiency, customer experience and people performance, with highly actionable steps to get results.

The platform breaks down the root cause of what customers are contacting about and why, in customer language, including the health and operational attributes of those interactions.

The Operative Intelligence insights engine generates quantified opportunities to reduce customer effort, repeat contacts and cost to service through highly targeted process improvement, people development and waste elimination, at the customer enquiry level.

Seeing your entire business through root cause informs how to optimize your IVR, skilling and routing around best matching the needs of customers with business and people capabilities. As well as which enquiries are driven through errors, could be completed online or need simplification to make it easier to customers.

Operative Intelligence helps you uncover your pockets of best practice as well as who needs additional support at the agent level. Machine analytics identifies which agents are driving the best customer and business outcomes so you can leverage those practices across the entire contact center population, and align your lowest performers with your top performers.

The cloud based platform requires **zero integrations** , generates expert **insights in days** and we **guarantee an ROI or you don't pay**.

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Demonstration video: https://www.youtube.com/watch?v=MfWRFXYWt4M

OPUS™

Opus is an established independent technology provider offering best of breed IT, communications, collaboration, connectivity and contact center solutions, which can be deployed on premises or via public and private clouds.

We listen, understand, design and deliver, tailored solutions from industry leading technology partners such as Mitel, 8x8, Gamma, Cirrus and Microsoft, to meet the specific demands of your business.

We match technical expertise with caring personalized service and support and offer a complete range of enterprise level remote and home working solutions, that can be rapidly deployed in as little as 48 hours.

Contact Center as a Service

Our Contact Center as a Service (CCaaS) solutions are remotely deployable, accessible from anywhere and simple to train new users on. The user interface is designed in a familiar mobile phone style so that agents are quickly productive.

Omni channel capability enables telephone calls, emails, chat and social interactions, to be queued, managed and responded to remotely, as if agents were located in a single office.

Supervisors and managers are provided with complete visibility of real time and historic reports and dashboard, enabling them to manage contact center performance as effectively as business as usual.

Our robust solutions are hosted in clustered state-of-the-art data centers, with no single point of failure, offering reliability and security. We offer PCI compliant credit card payment solutions, ensuring sensitive card information is not available to remote working agents.

The Opus CCaaS solutions can be deployed as an overlay to an existing unified communications solution or as a stand-alone solution.

Telephone System Agnostic

Our CCaaS solutions can be integrated with any telephone system including Mitel, Gamma Horizon and Microsoft Teams/Skype for Business.

Find out more

Contact Opus for advice and information about remote working and contact center solutions.

Call 0800 316 7566 or visit www.opustech.co.uk

Orion Learning offers digital learning and assessment solutions for any organization that has a remote or centralized workforce.

We have successfully trained thousands of individuals online. We offer call/contact center certification for Agents, Supervisors and Managers to an ISO standard, a range of leadership soft skills and our assessment solutions are ideal for recruitment, talent management, coaching/mentoring and succession planning.

Additionally, our suite of business certifications are applicable to any individual pursuing knowledge in project management, change management and more!

Contact Orion today and let's get started.

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PANVIVA

Panviva was founded to solve a huge problem: to simplify knowledge for workers and deliver the right answer at their time of need. Since 1996, our flagship product, also called Panviva, has helped hundreds of companies work efficiently, reduce costs and increase customer satisfaction. It has evolved and grown to meet new needs and requirement for our credit union customers and customers across many other industries.

Today, as knowledge is consumed differently and by more users – whether they are employees or customers – our product has evolved to meet your digital transformation needs with the addition of our API platform and Digital Orchestrator to create a complete knowledge eco-system.

Panviva provides a means for you to put all your information into one cloud knowledge base. Whether the channel is an incoming call to your call center, live chat or chat bot, IVR or virtual assistant, your users have access to one central knowledge base. No more fragmented information living across multiple platforms or repositories. No more scrambling for answers in the call center. With Panviva you create one source of truth. With Panviva you have a true omnichannel.

Panviva's cloud solution provides your workers with seamless access to knowledge, whether they are in the office or working remotely. Content is easily updated and published immediately. Full content audit histories allow for flawless compliance.

During the current COVID-19 crisis, companies are dealing with work from home staff more than ever, some for the very first time. Time and again our Panviva customers have told us "Thank goodness we have Panviva. People can access everything they need and work just like they did in the office."

The future is here. The time is now. Panviva.

For more information or to schedule a demo:

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PCI Compliance from home

The concept of working remotely is nothing new, around 4 million UK employees currently do this regularly, and in the US, roughly 50% of businesses offer remote working patterns. On the face of it working from home seems relatively easy to implement, but it's not without its challenges. A prime example of this and a question the PCI Pal team are increasingly being asked is 'Can we take payments remotely and securely?' In order to answer this, we need to first look in detail at the challenges working remotely can present when trying to achieve and maintain PCI Compliance.

At any given time, you may have agents making inbound and outbound calls, and some of these interactions with customers could involve taking payments. There are several ways contact centers can achieve PCI compliance within the contact center, but not all of them are appropriate for remote working. Using compensating controls such as a cleanroom environment or pause and resume will only limit a small amount of credit card data being exposed within the contact center environment.

When faced with working remotely however, it's clear that these solutions are not suitable. A contact center manager cannot ensure a cleanroom environment where the agent is working from home. Another is the use of pause and resume, which only stops credit card data being recorded and stored. It can still be heard and seen which means that it can easily exposed and used unlawfully. The PCI Security Standards Council (PCI SSC) acknowledge this issue in the information supplement 'Protecting Telephone Based Payment Card Data.' This document advises businesses to 'evaluate the additional risks associated with processing account data in unsecured locations and implement controls accordingly.' Taking steps such as multi factor authentication, only to use business hardware and devices, and training staff to understand the risks associated with working remotely do go some way to securing credit card data, but much like using compensating controls they are not enough as credit card data can still be seen and heard. So, what can business do to ensure that PCI Compliance is achieved and maintained when agents are working from home?

Contact centers using solutions such as Agent Assist do not have the same constraints as organizations relying on compensating controls. Our cloud-based platform means that agents can log in from home and continue to take payments safely and securely. Customers key in their credit card information and the tones are masked both audibly and visually which means they cannot be stolen.

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[Phonexia Voicebot Suite](https://www.phonexia.com) is a voicebot-building solution for contact centers of any sizes to improve customer experience and reduce contact center costs with human-like interacting voicebots that are always available to answer clients' questions. Phonexia Voicebot Suite enables fast, on-premise development of bespoke conversational AI interfaces with a combination of cutting-edge speech to text (STT), text to speech (TTS), natural language processing (NLP), and voice biometrics technologies seamlessly connected to contact center telephony and other third-party systems. Such voicebots can understand naturally what a calling person is saying without asking them to select a specific option from a keypad and respond to their questions immediately either through a synthesized speech or pre-recorded answers. As voicebots are always available, they can answer most of the calls at any time of day, regardless of seasonal peaks, and transfer only the most complex ones to human operators. This reduces contact center costs tremendously and greatly improves the customer experience of calling clients.

Phonexia is a well-established innovative Czech company that was founded in 2006 with a vision to provide a world with cutting-edge speech and voice biometrics technologies. Through its close cooperation with a renowned speech researching group at the Brno University of Technology, Phonexia has been transforming the latest scientific breakthroughs into the everyday reality of highly accurate speech and voice recognition solutions for commercial and governmental use in more than 60 countries.

Contact:

w: https://www.phonexia.com

Pipplet is the fastest way to accurately evaluate your applicant's spoken and written language skills, **100% online**. This is why more and more companies in the customer service industry are using Pipplet to recruit their multilingual agents, especially when working remotely.

We offer ...

More than 18 languages in one tool

Do you recruit for multilingual teams? Do these teams need to have a consistent proficiency level, regardless of the language ?

Pipplet tests your candidates in Arabic, Russian, English, Japanese and many more.

We test ...

Language skills in real situations

Do you need your team to respond effectively and politely, by phone, chat or email ?

Once they've taken the test you'll receive an accurate report detailing each candidate's ability to interact in a professional manner with your clients

So that you can ...

Take control and recruit quickly

Testing languages shouldn't slow down your process. Register your candidates in just a few clicks. They can then take our 30-minute test **anytime**, **anywhere** - no need to schedule a slot.

On top of all of this, you'll get their results within **24 hours** so you can continue with the recruitment process, and not waste time waiting.

The Pipplet language test is innovative, agile, and adaptive in today's evolving climate, to meet the needs of its clients. Used by recruiters across all industries, HR professionals, and language teachers, from startups all the way to large international organizations, Pipplet is the perfect way to test your candidate's fluency skills.

[Discover how you can integrate Pipplet into your recruitment process today!](#)

We also offer an International Customer Service Digest on WhatsApp, and you can sign up!

Once per week you'll receive relevant customer service information and tips on how to boost your client experience. Subscribe [here](#)!

For organizations and employees that have had time to implement work from home procedures over months or years, it is likely that many will have locations at home that are prepared for work. A room where a door can be shut, an ergonomic desk and chair, quiet and controlled acoustics, and a 'clean' background. However, most organizations and employees won't have this luxury and need to make the most of what they have whilst sharing their home with other people during this period.

First, be honest and open with customers before they call. Advise them through your usual communication routes that employees will be working from home, and in many cases sharing that home with other people. Confirm that their information and data will be just as secure with employees working from home as it would be if they were in the office. Confirm this again at the start of the customer call.

Second, where possible encourage employees to find a quiet location to work in. This is only a temporary adjustment to usual working practices, so focus on getting somewhere quiet to work to ensure your service to customers can be continued.

Finally, don't raid your kids gaming headset for use on customer calls (and don't even think of shouting at the laptop). Characteristics such as durability, comfort, and audio quality are equally important at home as they are in the contact center. Headsets such as the EncorePro 500 series are still the ideal solution when working at home as they feature noise cancelling microphones.

The noise cancelling microphones will not remove all background noise, however it can remove most sounds around you. They do require positioning correctly to achieve this so check out our videos on how to place the microphone to get the most from the headsets, and ensure your employees follow these guidelines.

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PolyAI: AI-Powered Customer Service Automation That Works

Contact centers need a sustainable plan to cope with the COVID-19 outbreak.

Call volume is growing

Customers are practicing social distancing, meaning they will avoid visiting physical locations and do business over the phone.

Staff availability is volatile

As COVID-19 continues to spread, more and more workers will need -me off for recovery and isolation.

Customers want reassurance

There will be more general enquiries about COVID-19 related issues such as cancellations and refunds.

PolyAI builds AI-powered automated customer service virtual assistants. We have deployed our technology at several FTSE 100 companies with great success in enhancing customer experience, reducing operating costs, and delivering insights through the capture of 100% of structured conversational data between you and your customers.

If your contact center program receives 500,000 or more calls, PolyAI can help you to build virtual assistants that completely automates significant portions of your contact center program with enterprise levels of scalability, security, and service. Our digital assistants can:

Mimic agent behavior to solve customer problems with human-level understanding.

Automate FAQ responses by understanding FAQs expressed in the customers' natural language, including enquiries about COVID-19 and the preparedness of your business.

Intuit customer intention by having a nuanced understanding of why customers are calling & routing them to the right problem solver.

Please visit us at www.polyai.com or email us at contact@polyai.com.

puzzel.
Solving Customer Interactions

Puzzel is a leading cloud-based Customer Service Platform.   The company is a pioneer in integrated customer engagement as an easily-deployed service. Today, Puzzel combines its omni-channel Contact Centre Solution with Workforce Management (WFM), Ticketing and Artificial Intelligence (AI) to provide end-to-end customer interaction both in contact centres and remotely. Puzzel has an online Marketplace to enable customers to personalise their own customer service solution through over 40 technology partners.

Puzzel recently introduced a fast response call handling, voice routing and webchat solution to support call centers migrating to home working that can be up and running within 48 hours. One nationwide organization enabled their advisors to work from home and in the first day saw 70 agents handle over 2,000 calls.

7 ways to make home and remote-working a success
Puzzel remote working simply requires an internet connection and either an agent's own device or softphone to provide:

1. **Fast** – capability to cope with increased volumes of interactions with citizens, customers, supply chain partners and employees

2. **Easy set up** – can be deployed standalone or in tandem with existing business applications

3. **Affordable** – 'pay-as-you-go' solution with costs based on consumption and no long-term commitment

4. **Flexibility** – to adapt to variances in remote-working requirements over time – from individual employees, to whole teams or departments, offices in different countries, even complete organisations

5. **Access anytime, anywhere –** employees can use their own devices

6. **Effortless integration** – enables customers to communicate in the way which suits them best including; voice, web chat, social, email and SMS. When integrated with WFM Puzzel enables managers to allocate the correctly skilled people at the right time, to meet service level agreements efficiently and cost-effectively

7. **Queue management, quality monitoring and flexible reporting** – provide business leaders with complete control over contact centre operations at all times.

For more information about Puzzel's products and services, call 0333 300 0066 or visit www.puzzel.com

Keep Customer Service Personal At a Time of Social Distancing

The Solution

At a time when meeting customers in person becomes impossible, and many service representatives need to work from home, video offers the best of both worlds: keeping the distance, while maintaining the personal touch.

Video call management is a component of Q-nomy's omnichannel solution. Our solution enables businesses to manage video appointments just like they do any other channel: you can schedule calls; handle unscheduled calls; queue calls and route them to agents, using business rules as simple or as complex as the business dictates; monitor waiting and service times; analyze staff efficiency and service levels, and more.

Q-nomy's omnichannel solution expertly handles situations where the video call is just one step of the customer journey. The video call may follow, or be followed by, other digital interactions. For instance, a chat with a service rep may not resolve the customer's request leading to a video call as an attempt for more effective discussion.

Q-nomy's customer journey management handles such scenarios with ease. Our Customer-Centric Business Process Management solution ties together all customer touch-points, video included, and all related workflow to produce a seamless customer experience.

Q-nomy can help your organization with a range of advanced video capabilities, including: Setting up your video call service; Integrating our video channels, or a video platform of your choice, into your omnichannel; and delivering the complete solution to manage the customer flow, customer experience and related workflow, video included.

Learn more

Read more about Q-nomy's solutions at https://www.qnomy.com/

Contact us at https://www.qnomy.com/contact

About Q-nomy

Since 2002, Q-nomy has been developing, selling, and implementing software solutions that help organizations optimize the customer experience in their branches, stores, and contact centers. Q-nomy's vision is to make the most of every customer visit: more sales, greater customer satisfaction, better experience.

When contact centres want to manage work-at-home staff, they use QStory's Workforce Agility platform

Powered by proprietary resource management technology, QStory's Workforce Agility platform complements existing WFM systems to enable contact centres to manage their staff as if they were in the same room, whether staff are located in a single centre, multiple virtual centres or at home.

QStory provides staff with the **smartphone app they need** to work smart while meeting their work and home commitments.

QStory works with the largest banks, insurers and industry contact centres. Isn't it time you found out more?

One of the UK's fastest growing companies, QStory, based in Guildford, Surrey, is revolutionising the way call centres manage their operations in real-time. QStory's Workforce Agility platform is engineered to improve employee engagement, deliver improved customer experience and reduce operational costs. It's already deployed in contact centres in the UK, Ireland, Europe, South Africa and North America.

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We are social, follow us on LinkedIn and Twitter

Qubie

As human beings we are, on occasion, beholden to things out of our control. During unprecedented times, businesses will have no choice but to adapt, transform and develop into more agile and flexible structures. It is in times such as the one we face today, that businesses are depending on new technologies and workplace tools that encourage a collaborative environment whilst still allowing the safety and wellbeing of a team to take precedence.

At Questback we understand this, and by developing our Qubie app we have created an environment where teams can perform effectively despite the external pressures of remote working, isolation and quarantine.

The Qubie app puts feedback and insights into the hands of your team 24/7, from remote working check-ins, weekly vibes, through to in-depth leadership and team performance diagnostics, all on-demand. Qubie is there to listen, learn and guide you and your team to be the best you can be. Smarter teams make smarter business.

When a team cannot share its thoughts effectively, every member of that team suffers. Communication, collaboration and support are pillars on which to build team success, we believe that those team insights are pivotal. Without insight, innovation suffers, problems are left unsolved and members lack the confidence to challenge the status quo.

Without that insight team leaders struggle to position their team for success. By capturing timely and relevant insight throughout, team sentiment can be measured, what is happening within the team becomes clear, trust and confidence builds and as the team grows, so does your business!

Download Qubie today - https://www.qubie.app/

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Remote working with QueueMetrics-Live cloud solution.

Due to recent world events, the majority of call-centers will adopt smart working solutions so it becomes difficult to understand your agents' activity when they are working remotely.

QueueMetrics-Live is a cloud solution for contact-centers that enhances agents productivity and improves the daily workflow. It offers a powerful agent page with alarm options, outcomes, features codes, integration with all modern CRMs and a complete quality tracking tool that agents can use from home or almost everywhere. An integrated WebRTC soft-phone allows simple usage from anywhere.

Supervisors can track remotely all contact center activities with more than 200 different metrics and manage processes in real-time with agent and calls control, live alarms, whisper, spy and barge mode, without the need to be in the company office.

Powerful wallboards allow an integrated view of the business processes with complete situational awareness, and automatic reports allow all stakeholders to be in the loop.

QueueMetrics-Live cloud solution offers all the features of the famous classic QueueMetrics on premise, plus agility of cloud solutions and can be easily configured for smart/remote working.

It doesn't require any upfront expenses for the deployment. It is based on a pay-as-you-go pricing model. Companies can choose the service they want and pay only for what is needed. Installation and configuration is done by Loway and the first month is free.

The required IT infrastructure to run QueueMetrics-Live solution is provided and hosted by Loway, including all the maintenance, updates and nightly backups, freeing up the customers' time and resources for other tasks.

It works with most Asterisk-based, FreeSwitch-based or cloud PBXs and can be set up in minutes.

Contact our sales department for a free demonstration and trial at sales@loway.ch or visit https://www.queuemetrics.com/

Red Box

Flexible, secure, scalable and easily deployed call recording solution

Red Box offers an ideal recording solution for organizations looking to support a contact center workforce moving to remote/homeworking and/or needing to rapidly upscale recording capabilities to support an increase in call volumes.

We've 30 years' experience deploying our technology in as little as one day integrating with over 55 UC and contact center platforms, including softphones. With a full range of features and functionality, the solution offers flexibility and scalability to support your compliance and business recording needs, and all on a low monthly per user subscription basis without being locked into a long-term contract.

With secure storage licensing as standard, your captured communications can be stored in a pre-defined network location for disaster recovery and long-term archiving needs to adhere to your business retention policies. Archived calls can also be compressed to minimize storage capacity requirements.

Additional Features include:

Agent Controls: Agents can annotate calls to highlight crucial information. If only certain calls need to be recorded the Record on Demand functionality offers organizations a flexible approach along with PCI suppression tools that allow organizations to remain compliant when taking bank card payments.

Search & Replay: Easily identify high value calls through advanced search functionality and replay via our built-in Media Player.

Live Acquire: Supervisors can listen to agents calls in real-time and provide feedback and coaching plans to maintain optimum performance.

Insight: Proactive monitoring of the Red Box solution through a visual dashboard and hands-off email reports.

You also have the option to take advantage of seamless integration with leading CRM, CX and AI platforms to truly understand the Voice of the Customer and unlock valuable insights that drive agent performance and optimization of the customer and employee experience.

If you are looking for a call recording solution to support Business Continuity Plans, email enquiries@redboxvoice.com to book a complimentary 30-minute discovery call* with a Red Box Technical Solutions Consultant for details on how we can help with your individual circumstances.

* Slots are limited to the availability of our pre-sales team and are on a first come, first served basis.

LogMeIn Rescue is the number one remote support tool with the power, security, scalability and reliability you need to access and support more smartphones, tablets and computers, than any other remote support solution.

Rescue scales to deliver flexible, reliable remote support no matter how big your business is – or how fast it grows. It's about more than tackling tech issues. It's about saving time and money, and boosting efficiencies across your company.

- **Multi-Platform Support**: Rescue can support any device — from desktop to mobile, Mac to Windows. Just swoop in and start solving.
- **Remote Control:** Take over your end user's device and perform tasks as if you were using their device directly. For frequently performed tasks, let scripting do the work to save both time and sanity.
- **Remote Diagnostics:** Get a quick summary of processes, services, and applications to identify the issue fast — without tediously digging around the end user's device.
- **Unattended Access:** Connect to a remote device when no user is present to solve problems during user downtime, such as lunch breaks or after-hours, and check in later if needed.
- **Multi-Session Handling:** Do more with less. Optimize your resources, remotely support more users simultaneously by toggling between up to 10 sessions at once, and save time while multiple support processes run.
- **Technician Collaboration:** Get extra help without extra headaches. Bring in expert technicians from your team to help with an issue anytime. Need external expertise? Bring in a contractor without adding more licenses to your account.
- **Instant Chat:** Remotely support users where they are. Communicate with end users in a seamlessly branded experience where they already are — on your website. And chat pre-session to qualify the level of support needed with no app download required.
- **Do More With Mobile:** With coverage of more smartphones, tablets and applications than any other remote support solution, you can access devices in seconds helping to improve end user satisfaction with increased first-time resolution.
- **Reboot and Reconnect:** Provide interruption-free support. Reboots are almost always necessary while troubleshooting. During a Rescue remote support session, you can reboot instantly and reconnect immediately, even if devices are unattended or in safe mode.

For find out more or take a free trial, visit https://www.logmeinrescue.com/

Personalized Calls. More Conversions.

Ember by ResponseTap predicts the nature of inbound calls to enable contact centers to personalize the call experience. Using thousands of data points, it makes real-time decisions on how best to handle a call to improve CX and increase sales conversions.

ResponseTap typically processes just over 2 million phone calls a month. We are currently helping businesses manage unprecedented levels of customer calls and identify sales enquiries amongst them.

Here's how Ember helps:

Data-driven decisions

Ember prevents IVR drop-off by utilizing the online journey to understand which department a customer requires. Rather than forcing them to navigate a frustrating IVR, it routes their call straight through to the relevant department.

Using hundreds of buyer intent signals, Ember calculates a caller's propensity to buy and prioritizes calls to maximize sales. With its agent pairing feature, it can even connect callers to specific agents based on factors such as demographics and the last agent the caller spoke to.

Actionable insights

Clues in a caller's purchase history and online journey – the product pages they have visited, for example – enable Ember to recommend the next-best action for agents to take to aid a conversion.

And, by applying machine learning technology, Ember will only become more accurate over time. The frequency of conversions for specific journeys will help inform Ember on what works for your business.

As this is a time of great economic uncertainty, we wanted to give businesses in the contact center sector a helping hand. For this reason, we're offering Ember for free, for three months, to any business with our core call tracking product. Find out more here.

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Remote working solutions for Contact Centers from RingCentral

RingCentral delivers cloud-based CCaaS and UCaaS to provide fresh approaches for contact centers and customer engagement in businesses of any size. Our solutions are tightly integrated, making it easier for companies to increase agent performance and enhance the customer experience across all interactions and throughout the entire organization. RingCentral provides an open platform that integrates with today's leading business apps while giving contact centers the flexibility to customize their own workflows.

The RingCentral product portfolio, comprising Contact Center, Engage Digital and RingCentral Office, offers a market-leading business communications platform for organizations that wish to compete in the 21st century.

RingCentral Contact Center allows organizations to run their inbound or outbound contact center operations from any internet-enabled location.

The existing line-up covers inbound, outbound or blended operation contact centers. Thanks to its base in the cloud, RingCentral Contact Center allows agents and supervisors to work from anywhere they can connect to the internet: Office, home or any temporary location.

Additional benefits include:

- Tight integration with existing business applications (CRM, storage, project management) allowing agents to work in a single pane and keep interaction short.
- Intelligent routing features (IVR, skill-based routing) ensuring every customer gets to the right agent on first contact.
- Sophisticated dialing capabilities (click-to-dial) for high efficiency while staying compliant.
- Ready-to-use sets of administrative, analytics and reporting tools to maximize productivity while reducing cost.

RingCentral Engage Digital, the customer engagement platform to build stronger customer relationships over any digital channel.

The capability to merge customers' identities across multiple social media channels, combined with AI-powered smart routing capabilities, provides complete and effective communication to each customer. The cloud-based platform offers comprehensive real-time analytics capabilities that allow our customers to optimize their strategy quickly.

RingCentral Office provides the ability to message, video and phone colleagues and customers alike on one unified platform.

RingCentral Office fully integrates with RingCentral Contact Center to optimize the customer engagement operation connecting front office and back office employees. Allowing contact center agents to access employees from across the business via messaging, video or phone.

Contact:

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Many things are being canceled.
Your productivity should not be one of them.

As the pandemic forced many employees to work from home, suddenly, your whole operation had to move into a remote scenario. Most likely, you're using **different solutions** to hold videoconferences, chat, and have your team collaborating.

However, it might be a challenge to:

- Make sure messages are being delivered and understood
- Keep track of messages, for legal reasons
- Make your team accountable and more productive

That's why Rocket.Chat exists. Our hub supports your company centralize your communication and have your team collaborating on a **single** and **secure** place.

Built for businesses with high-security standards (GDPR, HIPAA, CCPA, you name it), Rocket.Chat is trusted by all kinds of companies, including **Samsung**, **TOTVS**, **Nokia, Boeing**, **the U.S. Navy**, and +10 million users in more than 150 countries.

Our communication hub offers: chat, video, audio, file sharing, bot integrations. Rocket.Chat supports your company providing:

- Real-time team collaboration that easily replaces email

- Omnichannel communications

- Increase the productivity of your DevOps Team

- High-privacy for data

You can easily use our SaaS product and start a trial or deploy the tool on your own environment. We also offer powerful APIs to integrate the platform with other software, such as CRMS, PM, Support, and Development tools.

To find out more, visit Rocket.Chat, Linkedin, Facebook and Twitter

Or send us a message here.

rostrvm
An IMImobile Company

The COVID-19 pandemic has demonstrated the need for organizations to have clear, agile business continuity and crisis management plans that can be quickly and effectively implemented.

This is crucial in call handling and contact center operations, which face a particular set of challenges in this area:

- The workforce is typically concentrated in large numbers in centralized locations, making them particularly susceptible to the effects of contagious disease and facility access issues due to weather, building damage, transport disruption, etc.

- Contact center services are usually critical to both the organization, its customers and service users.

- In many scenarios contact volumes increase during times of crisis.

To address these challenges, Rostrvm Solutions (now part of the IMImobile Group) has packaged three core functions that can be deployed separately or together as an integrated capability:

1. **Homeworking and Location Independent Working** – enabling contact center agents, team leaders and managers to work from home or alternative locations with high levels of contact center functionality, management control and reporting.
2. **Contact Volume Management** – driving in-queue call deflection and sign-posting, with intelligent SMS messaging to help callers access alternative digital channels or provide them with specific information.
3. **Mass Information Delivery** – contacting large groups with targeted content using broadcast SMS and interactive voice messaging to keep customers informed, set service expectations and pre-emptively deflect avoidable contact.

Our low-friction architecture in the cloud means that we can deliver these capabilities alongside or as an overlay to existing systems without technical integration to telephony and IT. Additionally, requirements gathering and professional services are minimized through a standardized delivery model, which means quick implementation – we can work 100% remotely if required.

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Cardprotect Relay+ – Secure & PCI DSS Compliant Payments for Remote Workers

Payments are the lifeblood of any organization. So, enabling remote or home-based workers to securely process payments should be a critical part of your business continuity plans.

Semafone's Cardprotect Relay+ cuts through the complexity to get your remote workers up and running and taking secure payments via any digital customer engagement channel… fast, while ensuring your organization stays PCI DSS compliant.

Requiring no costly hardware, or any need to enter into closed payment ecosystems, Cardprotect Relay+ gives you everything you need to instantly create and send payment links to customers and manage transactions via the payment service provider (PSP) of your choice.

- Get up and running in just days!
- No long-term contracts or set up fees
- Complete flexibility - turn it on, and off as your business requires
- Pay-as-you go usage charging structure
- Instantly create and send secure payment links to customers
- Transact with customers in their preferred channel
- Receive live updates on every payment link
- Track your customers throughout the entire payment process in real-time
- No costly hardware, or need to enter into closed payment ecosystems
- Monetize previously passive channels to become PCI DSS compliant and secure revenue generators

Agents simply generate a payment link and submit it to customers via the channel of their choice – email, SMS, chat, E & M-commerce, IM & Social Media – and receive live updates as the transaction progresses and completes.

Cardprotect Relay+ is available in a choice of deployment options – you can be up and running in a matter of days, with no long-term contracts and pay-as-you-go billing that's based fully on usage, giving you complete flexibility.

Contact us now at +1 888-736-2366 or nasales@semafone.com and we'll show you how Cardprotect Relay+ will keep payments flowing – no matter where your workforce is based.

Contact:

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e: nasales@semafone.com

Facebook   Twitter   LinkedIn

Sensée is a provider of flexible and homeworking services.

We help clients address key customer service issues including: service improvement, sales improvement, cost reduction, volatility and flexibility, disaster recovery & business continuity, and corporate social responsibility. Our services include:

- **HomeAgent-based contact center outsourcing services:** We help leading UK brands (such as Allianz, Bupa, Hastings Direct and UK government departments) improve their business performance, provide brilliant customer service and create accessible careers. Our award-winning team of 1,000+ service advisors (as well as support and management staff) are employed and work entirely from home - handling all types of customer interaction (service, sales, retention, tech support etc.) enquiries over the phone as well as via email, web chat, text and social media. Sensée is ISO27001 accredited and has achieved PCI-DSS and GDPR compliance.

- **Consulting and Best Practices:** We've been the leading home working only customer service provider in the UK for 16 years, and we're happy to share knowledge and best practices via our Benchmarking, Consulting, Discovery and Workshop services.

- **The Lab:** Our Lab services enable clients to develop, test and rollout new business models, re-source plans, ways of working and technologies.

- **CloudWorks™:** Sensée's CloudWorks™ technology ecosystem gives organizations all the tools necessary to operate a home-based contact center operation. It provides technology tools to assist with the remote management, training and co-ordination of staff working from home, communication and collaboration tools to keep remote workers supported and engaged, and safeguards to ensure the most rigorous Infosec compliance. The CloudWorks ecosystem sup-ports the entire Employee Lifecycle - from recruitment and on-boarding to scheduling, training and management - and is fully compliant with UK Employment Law.

Further information about our Disaster Recovery, Business Continuity and Peak Management services can be found at http://sensee.co.uk/business/disaster-recovery.html.

Contact:

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Concentrix' Solv™ crowdsourcing is pioneering change and sustainability in the Business Process Outsourcing and Customer Solutions industry, a response to a shift in our global digital economy to fill a void that exists for today's consumer to engage in a way that is better aligned to the rhythm of life in today's era of convenience.

Solv leverages the rapidly growing gig economy to connect customers with fans of the world's top and emerging brands via asynchronous messaging, accessible anytime of the day and unlocking optimal elasticity that enables brands to scale their customer support up and down on-demand, with speed, without the heavy costs to train and maintain fixed headcount staffing associated with traditional models

The business ROI of Solv is incredibly compelling and has been globally endorsed by the leading Analyst community and recognized with 12 industry awards for innovation and transformation of CX.

New brands can be onboarded in less than a few weeks and access an extensive pool of skills-matched Solvers that can scale and flex support within hours. Solver domain expertise is knowledge-rich and tenured, which fast-tracks speed to competency in days, compared to the time to implement and embed a traditional premise-based solution. The impact of this is reflected in strong performance upsides such as +20% on first contact resolution, +10-20% on efficiency metrics and +16% higher customer satisfaction ratings.

Solv's speed and flexibility has been particularly pivotal for organizations to respond swiftly to the ongoing challenges of COVID-19, as an alternative or complementary solution to their existing support teams. Solv's on-demand transaction-based pricing means such brands benefit from 30-50% cost reduction, compared to traditional premise or WAH solutions.

Globally sourcing in 5 countries – US, UK, Ireland, India, Philippines – Solv offers 24/7 support from the outset and satisfies both 21st century consumer and worker challenges whilst simultaneously augmenting the competitive advantage for global brands and CX for the end user, the customer.

For more information, visit www.solvnow.com or www.concentrix.com/solutions/gig-services/

SPITCH

driven by voice

Spitch solutions powered by AI/NLP technologies enable contact centers not only to deal with peaks but also situations of offices shutdown, reducing the workload for a network of distributed agents working from home:

- Intelligent IVR answers calls after the first ringtone, recognizes intents precisely, prioritizes important calls, and steers the calls to operators with summaries of intent-related keywords.

- Spitch omni-channel solutions completely automate the processing of typical queries in voice and text channels helping free up agents' time to address prioritized calls.

- The solution makes it possible to robotize interactive delivery of emergency information with confirmation of receipt, as well as carry out outgoing call campaigns to consenting customers.

- Voice biometrics authentication is used for both customers and home-based contact center agents, providing end-to-end security and personalized service where required.

- Speech analytics component makes it possible to automatically support home-based/remote staff thanks to continuous interactions monitoring.

- Spitch automated compliance monitoring can transcribe and analyze 100% of calls, ensuring you are staying compliant at all times.

A member of RegTech 100 2018 list, Spitch has been recognized by Gartner as a Cool Vendor in Speech and Natural Language in 2019. Many contact centers of different sizes working in different languages are already reducing costs and improving customer experience thanks to Spitch solutions. Spitch's wide network of partners and company's own out-of-the-box solutions for typical use cases enable both major companies and SMEs to get benefits from day one with little to no internal efforts.

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Surfly provides co-browsing and collaboration technology that lets you upgrade any conversation, from any channel, seamlessly, and support customers as if you are sitting side-by-side. Your customer simply clicks a link, or button, and their co-browsing session instantly begins in their browser window, and you see what they see. Customers feel connected to the agent they are working with and agents are able to increase their first line resolution and decrease their solution times. With Surfly there is no software to download and no code to add to your website. Surfly's technology provides a smooth and fast experience, with almost no loss of quality, even when co-browsing websites with audio and video.

Surfly can also be easily customized to fit your specific session flow. You can launch co-browsing sessions directly from your website and even customize the flow in such a way that it perfectly matches your website's look and feel. With our fully documented API, you can quickly integrate Surfly into other chat solutions, CRM systems, and call center platforms.

Surfly's key features include:

- Document sharing
- Video chat
- Control switching
- Field masking
- Action logs
- Behavior control
- Customizable UI
- Security and privacy compliance
- Single sign on

Surfly is simple, fast, and secure, and will help you upgrade any conversation.

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The National Security Cyber Center has issued a fresh warning that scammers will exploit contact centers who are using emergency processes to cope with staff shortages and increased volumes.

There are currently almost 13 million compromised or stolen cards available on the dark web.

A huge challenge for businesses looking to adopt homeworking and still dealing with card payments is how to adhere to PCI DSS guidelines?

Securing sensitive card data in their own working environment has been enough of a challenge, but how can the organization ensure customer transactions are secure when the data is going into an employee's home?

SVL can install protection for your organization and customers by installing SVL SecurePay instantly. It is quick to deploy and requires no integration, amendments to your telephony infrastructure or any purchase of expensive hardware.

This is a cost-effective, omni-channel, cloud-based product that works whether you take payments in person, by phone, text, via social media or webchat on desktop or mobile devices. Another bonus is that this product is both acquirer and payment gateway agnostic.

If contact center agents are now homeworking, they can process transactions securely without sensitive card data entering their homeworking environment.

It offers protection to your organization, mitigating the risk of fraud-related chargebacks associated with phone and omni-channel transactions by sending a secure SMS and email hyperlink.

It protects your customers as will maintain constant visibility of the payment journey, in both attended and unattended calls.

This is an award-winning platform designed by Gala Technology and in the last 12 months, has won UK awards from PCI London, Call & Contact Centre Expo, UKCCF and became Best International CNP product at the CNP Awards.

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The Synthetix platform provides Live Chat and Agent Knowledge solutions, connecting your agents to your customers in a contact channel that customers prefer to direct calling.

The Synthetix solution fully supports remote working. Your agents log into our secure system directly from their web browser, so no installations are required. To preserve security, both in remote working and office conditions, logging into the Synthetix system requires Two Factor Authentication (2FA), this can be set up for you agents via email or on their mobile devices.

The Synthetix solution is also completely cross device, usable on desktop, tablet and mobile devices. Our 'best practice' recommendation is to use a desktop computer, but we understand this is not always possible in home working situations, so allow your agents to serve your customers on a variety of devices when needed.

Our Analytics Suite, which tracks agent conversations, login times, chat times and a raft of additional metrics on agent efficiency has two primary functions in remote working. Firstly, it gives your supervisor teams a full '360 view' of agent activity during the working day and allows them to optimize agent workflows and provide feedback with chat transcripts without having to be in the same room. Secondly, our 'gamified' leaderboards give your agents a continuing sense of teamwork and interaction, boosting morale within the workforce.

The operational impact of COVID-19 has redefined how we communicate with our customers. Overwhelmingly, customers are exclusively using online channels to contact you. Your website and chat solution are now the new primary 'shop window'. Join leading brands such as Esure, Boots and Toyota by championing customer experience with a Synthetix solution.

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Sytel's Softdial Contact Center (SCC) is a full-featured contact center stack, managing communications of all media types, e.g. voice, chat, SMS, email, etc.

SCC is deployed in the cloud, enabling agents to work from home with only

• an entry level PC with a web browser

• a headset

• a basic internet connection.

With Sytel's extensive experience of implementations in Amazon AWS/ Microsoft Azure, the essentials for home working can be up and running in days. Users can start simply and extend quickly, to deliver a rich user experience, properly integrated with the back office.

SCC manages inbound and outbound sessions, automatically blending agents between them to maintain SLAs and maximize agent productivity.

All agent functionality is delivered via SCC's browser-based Agent Desktop, requiring no software installation on the agent's PC, and as it uses secure, encrypted connections, no VPN.

The phone keypad is embedded in the Desktop, with phone audio native to the browser via WebRTC, requiring only a headset. Agents control calls in the usual way – hold, mute, transfer, disposition, etc. – all within the browser.

Agents can handle voice and multiple text-based sessions simultaneously, switching between them within the same intuitive UI.

For each, the Desktop displays

1. complex forms applications, including agent scripts, customized using a no-code designer and integrated with any data source or business system

2. contact history, for at-a-glance context for the current conversation.

3. 3rd party web apps/ pages, for a unified agent experience.

Supervisors, using the same desktop, have access to a wide range of productivity tools, including coaching and conferencing facilities, rich and flexible reporting, and recordings of agent screen and voice sessions.

For back office personnel, an array of configuration items are available via the browser, including set up and control of campaigns and queues, with advanced routing capability.

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Provide remote support to your customers by meeting them through your website!

Talkative connects customer-facing websites with contact center agents, letting you use voice, video, chat and cobrowsing through your website.

The browser-based console and agent monitoring capabilities allow for fully remote, distributed contact center operations while helping you to meet your users and customers remotely.

A pure cloud solution hosted in UK data centers means you can be up and running in an afternoon. Use standalone or integrate into your existing telephony (e.g. Mitel) or CRM (e.g. Salesforce) solutions.

Talkative's features go beyond plain live chat to enable real-time voice and video, meaning you can escalate a chat session into a face-to-face or virtual meeting, all within your existing website with no plugins/downloads required.

Deployed across retail, healthcare, financial services and government organizations, Talkative provides expert deployment assistance from UK web developers alongside the software product, giving you a turnkey solution.

For more information, please visit http://gettalkative.com/ to set up a demo and learn more.

Contact:

w: http://gettalkative.com/

talkdesk ®

Having a business continuity plan and investing in the right technology before disaster strikes can be a game-changer in maintaining standard operations, ensuring the welfare of employees and creating a sense of normalcy for customers.

Companies need a contact center business continuity plan to accommodate staff while maintaining a high level of customer support, but most on premises contact centers are not equipped to support remote customer service staff. Now companies can equip their agents with best-in-class tools to work from anywhere, without missing a beat.

Moving now to a Cloud Contact Center is one of the best ways a company can maintain operations, support the health of employees and ensure service delivery to customers.

Talkdesk Boost for Business Continuity enables companies to move from an on-premise Contact Center to the Cloud and get remote agents up-and-running in two weeks. The subscription licenses are being offered for free for three months from now until May 1, 2020.

Talkdesk Boost enables the acceleration of digital transformation by augmenting existing on-premises systems with modern, intelligent Cloud Contact Center applications to boost agent productivity, operational agility and improve customer experience. **Talkdesk Boost** provides companies the best of both worlds; the wealth of benefits that come with digital transformation – efficiency, agility, cost savings, ongoing innovation and better customer experience – in a risk-free cloud deployment that protects their legacy ACD investments.

Talkdesk Enterprise Cloud Contact Center empowers companies to make customer experience their competitive advantage. With enterprise-class performance and consumer-like ease of use, Talkdesk easily adapts to the evolving needs of sales and support teams and their end-customers, resulting in increased customer satisfaction, productivity and cost savings. Over 1,800 innovative enterprises around the world, including Discovery Education and Peloton, rely on Talkdesk to power their customer interactions. Learn more and request a demo at www.talkdesk.com.

Contact:

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As any contact center agent will know, continued customer engagement and the careful nurturing of prospects is critical to the sales cycle.

With the specter of self-isolation lockdown, now a reality, mitigation of this to maintain the required level of customer interaction, coupled with limited access to CRM's, will likely prove challenging.

With our custom built in house CRM, Tangible Result's customer engagement and lead generation specialists can make upwards of 140 calls on your behalf per day. We can engage with your lapsed, new and prospective customers, ensuring business opportunities are not missed.

The outcome of each conversation is then meticulously logged, and the audio of the call recorded. If no immediate action is required, this can then be imported back to your CRM at a later date. Along with data being fully enhanced and cleansed, this also ensures no engagement, no matter how trivial is lost. Should there be interest in your product or service, or further interaction is required, we can then book conference calls, Skype meetings and webinar attendance directly into your sales agent's online diaries, to help provide structure to their working day.

Our intelligent systems, then automatically generate a text copy of the conversation outlining any further required actions, which is then emailed directly to the sales agent, to prepare them for any further engagements should interest in your product or service arise.

Once our calling campaign has ended, we will then provide you with an in-depth report, highlighting any market trends and detailing our findings. This crucial market intelligence can then be used to assist your sales agents with their market targeting once the lockdown is lifted.

Our unique service, can be leveraged to mitigate certain aspects of homeworking, whilst still maintaining brand continuity, along with upholding our client's values and beliefs.

Contact:

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TeamsLink

In the face of uncertainty, it's more important than ever to keep your teams connected, communicating and resilient. TeamsLink and TeamsLink Pro is the ultimate solution for your business.

Since its introduction, the Microsoft Teams application has become the 'go-to-app' for collaboration and productivity; given the integration of Microsoft's Word, Excel and PowerPoint software and peripheral services within a single product. Now with the addition of VoIP functionality, Microsoft Teams is set to become an even greater driving force in productivity as businesses can work leaner and smarter, with lower costs and better functionality.

With TeamsLink, businesses can easily take/make calls directly from/to landline phones from their computers as well as phones, tablets, headsets and handsets from within the Microsoft Teams application. Additional bundles are available separately for international calls and audio conferencing.

TeamsLink Pro takes this one step further, offering a fully functioning contact center solution which can be deployed and utilized from anywhere. Available as both an Agent and Supervisor license TeamsLink Pro provides capabilities such as skill-based routing, wallboards, supervisor dashboards and Power BI reporting. What's more, TeamsLink can be upgraded further to include Mifid II Compliant call recording, keeping you compliant directly within your Microsoft Teams client.

Wavenet's new TeamsLink packages offer new and existing customers the ability to streamline the adoption of Microsoft's Teams Calling features by taking advantage of a bundled service that combines Microsoft's Direct Routing and Calling Plan services with unmetered UK talk-time, and Wavenet's comprehensive technical support and migration experience.

TeamsLink – Keeping you Connected, Communicating and Compliant in these uncertain times.

For more information on TeamsLink, or any other services provided by Wavenet, contact:

t: 0333 234 0011

w: www.wavenetuk.com

Ultracomms Call Management System (UCMS) is an omnichannel cloud contact center solution with integrated secure payment handling software, reporting and speech analytics capabilities.

Established in early 2004, Ultracomms has provided cloud-based contact center management solutions delivered from co-located datacenters based in the UK for over 15 years. Ultracomms offers a full suite of digital contact management services that deliver a comprehensive and feature-rich, flexible alternative to traditional premise-based campaign management and contact center systems.

Managing a remote working team at scale while continuing to be compliant.

The Ultracomms platform supports advisors working in office-based and remote working operations via a simple to use, intuitive omnichannel browser-based workspace. UCMS equips agents to deliver an enhanced service, with the tools, knowledge and context they require to provide an excellent customer experience wherever they're located, using any device.

A key consideration for any business utilizing customer sensitive data, especially in a remote location is compliance. By merely enabling Paysure, the in-house payment and call recording solution from Ultracomms, your business remains compliant whilst supporting your operational requirements, securing customer data and protecting your employees.

Advisor engagement and critical business decisions are effortless with Ultra Live.

Office-based or remote working, motivating your teams and managing service level agreements (SLA's) should be effortless. Ultra-Live supports advisors, team leaders and business users to measure and manage what matters, with the minimum of setup and fuss. Ultra-Live is your personalized view of the information and data to motivate your advisors or represent those vital business metrics. Ultra-Live supports business stakeholders in making the most important of decisions within your contact center.

Simply put, maintaining the visibility and security of your contact center operation, and empowering engaged advisors from any location is Ultra easy.

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Enterprises face a huge challenge in providing multilingual support to their customers around the world. Companies are currently struggling to provide multilingual communication at native-level quality to their customers especially due to the current circumstances.

As contact center locations encounter capacity limitations or complete shutdown, Unbabel's translation solution is helping clients to move their operations to new locations or a remote work operating model while supporting the same languages, or adding new languages to their customer support.

Unbabel is also helping the many clients seeing an unprecedented spike in volume due to cancellations or shifts in consumer activity in this new stay-at-home economy.

Powered by AI and refined by a global community of translators, Unbabel delivers a language agnostic customer service solution, enabling a seamless communication between the agent and the customer.

Together, Unbabel with its translation layer and our BPO partners with the expert agents, we deliver fully adaptable customer support across digital channels that flexes, shifts and scales around the business and customers needs, alleviating unforeseen sudden changes in demand globally.

Unbabel has raised $91M in funding and has over 260 employees across its Lisbon headquarters and offices in San Francisco, New York, and Pittsburgh. Leading brands like Facebook, Microsoft, Booking.com, and easyJet use Unbabel to make their customers happier and their support operations vastly more efficient.

- *"Unbabel's solution is providing flexibility during language spikes and maintaining a high level of quality and customer satisfaction."* Easyjet

- *"Unbabel doesn't just cut the cost of customer support — it allows us to provide support in scenarios where previously we simply couldn't."* Skyscanner

- *"We've used Unbabel services to handle all sorts of customer queries and we are finding fantastic results. First is the translation quality and accuracy, but more importantly CSAT and resolution rates."* Microsoft

- *"Unbabel can definitely answer a lot of contact center challenges. You can build a team with your best agents, regardless of the language they speak, and deliver great customer experience, while improving TAT and reducing costs."* Tomtom

Contact:

w: https://unbabel.com/

Right now, customer experience is more important than ever.

Unify Communications can help you to quickly implement flexible remote work policies across the contact center, whilst maintaining continuity for agents and customers during this crisis.

Working with some of the worldwide leading Contact Centre as a Service (CCaaS) and Unified Communications as a Service (UCaaS) vendors, the team at Unify are ready to deliver solutions for remote working, rapid contact center deployments and advise on managing demand and maintaining business continuity.

Drawing on a global, geographically redundant cloud infrastructure, Unify Communications can help your business to:

- Shift work across locations, whilst handling large swings in interaction volumes and ensuring service reliability for you and your customers.
- Make rapid changes to contact flows, IVR dialogs and other operational processes, and our cloud deployments mean our platforms have the elastic scalability you need to continue working in a dynamic environment.

Whether you're looking to deploy agents in work-from-home environments within 48 hours, or quickly implement flexible work policies across the wider business, Unify Communications can work with you as a trusted advisor to ensure your solutions meet requirements and help your business to stay connected.

Our partners are Gartner-recognized leaders and our team cumulatively possess over 100 years of experience in the contact center world. Working with customers like Shell Energy, Nuffield Health and Addison Lee to ensure continuity at this time, Unify are excellently placed to advise, implement and support your business throughout this pandemic.

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With advances in cloud technology and the widespread availability of high-speed internet, building virtual contact centers with work-at-home agents has become a relatively easy thing to do. Whether it replaces a traditional premises-based contact center or is used as an emergency plan for unexpected events like the covid-19 pandemic, virtual contact centers are a strategic component of any customer service strategy.

USAN offers virtual contact center services and applications as part of their Amazon Web Services practice. USAN is an AWS Consulting, Technology, and Service Delivery Partner offering design, integration and implementation services for effective contact center deployments.

USAN PROFESSIONAL SERVICES

Jumpstart for Amazon Connect

This service offering delivers an Amazon Connect Proof of Concept (POC) in 2 weeks, supporting up to 20 agents, 2 agent groups, DTMF IVR menu routing and prompting, and the tagging of 5 data elements for display on the agent desktop.

Advanced Implementation and Systems Integration for Amazon Connect

USAN provides custom system configuration and integration services for Amazon Connect. Services including advanced IVR self-service builds, skills-based ACD routing logic, LEX chatbot development and integration, transaction orchestration with backend systems, workflow-driven agent desktops, AWS infrastructure setup, custom reporting, and advanced analytics services such as transcription and intent analysis.

USAN CONTACT SUITE

As an AWS Technology Partner, USAN has built a set of pre-packaged solutions that extends the power of Amazon Connect. These solutions require no integration effort and can be seamlessly implemented to work in tandem with Amazon Connect services. With Contact Suite, agents have access to a single, unified interface in an all-in-one application. A workflow-driven agent desktop, outbound dialing campaign management, web chat, and email are fully integrated with Amazon Connect, supporting prospects and customers on the channel of their choice.

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Best For

Outsourced call centers, BPO, banks, financial institutions, debt collection, microloan insurance, telecom, telemarketing, survey, real estate network, hospital, support, retail.

Product Details

VCC Live is a cloud-based contact center solution, providing telecommunications services to businesses that want to offer prompt support to their customers. Its advanced features (Predictive dialing, IVR, ACD, CTI integration, SMS, webchat, social media, voice recording, real-time statistics, reports with high security) allow your contact center team to perform a wide variety of activities on a single platform. Its unique feature, VCC Live Pay (PCI DSS certified) allows you to initiate payments over the phone, speeding up debt collection processes.

Remote Working

VCC Live is perfect for remote working with multiple data centers, your agent just needs a Windows PC or Linux terminal with minimal configuration, a broadband connection and IP headset.

- Quick and easy setup – if you need to establish a new team or move you existing team to remote working.
- Increased security thanks to two-step authentication
- No geographical limitation including data centers in Hungary, US, Australia and Singapore Time zone based statistics
- Telecom services including back up networks
- Set prework, afterwork and break limits for agents High level supervisor and administration management
- Easy monitoring of remote workers (dashboards, real-time monitoring, dashboards) from PC or mobile app.
- News feature so agents and supervisors / admin can view new info.

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Vivocha, whose name represents the initials of Video, Voice, and Chat, is a SaaS platform that revolutionizes interactions with customers and prospects, allowing real time communication between a company and users on its portal, desktop or mobile, or on an App.

The interaction can take place through a combination of VoIP, Video, Live Chat, Call Back, and is made even more effective thanks to collaboration tools, such as Co-Browsing.

The company now has office in Milan and a development center in Cagliari and from November 2017 has become part of the Covisian Group.

The Covisian Group is the second largest player in the Business Process Outsourcing market in Customer Operations in Italy, and today has about 15,000 workers in 20 locations.

Vivocha, joining the Covisian Group, has completed the first step of a great acceleration, while maintaining the same vision as when it was born, based on the theme of disruption of digital markets and on changing customer experiences and focusing on what can be defined as the "One Click Away Customer Service" concept.

The adoption of Vivocha has a positive and measurable impact on multiple aspects of business processes, including the improvement of the customer journey, the reduction of the prospect abandonment rate, the increase in the possibilities of Cross and Up Selling and the increase in the production efficiency of Customer Care combined with the reduction of Customer management costs.

Over 200 companies worldwide, including Allianz, AXA, BMW, Findomestic, Generali, Genertel, ING, L'Occitane, National Bank of Kuwait, Sisal, Verti, rely on Vivocha technology to improve their online customer support.

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VoiceIQ is an entirely cloud-based softphone system that uses the power of AI to identify important parts of conversation and automates routine tasks for contact centers.

The system requires no on-premise hardware and users can log on to VoiceIQ from anywhere with an internet connection - perfect for setting up a contact center for remote teams. With number porting, call forwarding and automatic CLI presentation, VoiceIQ ensures companies enjoy seamless business continuity with 0% disruption to their phone-based operations.

VoiceIQ makes it easy for managers to monitor inbound and outbound call activity with recordings, transcripts and call bookmarks. Seamless CRM integration also ensures every activity is automatically logged - no matter where users are.

Training and guidance can become a lot harder when managing a remote team. This is why VoiceIQ has committed to providing training and set-up sessions for every user via phone or video conferencing, completely free of charge. Additionally, using AI, VoiceIQ empowers every contact center agent to be an expert, no matter how much or little experience they have:

- **Automated Bookmarks** - VoiceIQ detects and 'bookmarks' important points in conversation, even if the user does not!

- **Automated Actions** - VoiceIQ turns bookmarked points of conversation into actions, reducing CRM admin to nothing.

- **Live Coach** - VoiceIQ guides contact center agents with tips and suggestions in real-time, throughout each call.

With all the difficulties and uncertainty faced by businesses in this current climate, VoiceIQ has created a bespoke 'Home Workers' edition at significant discount to the usual license cost. This edition will include all the benefits of VoiceIQ Essentials and a commitment to work very closely with every company to make sure that their remote contact centers are set up satisfactorily.

More details can be found here: https://www.voiceiq.ai/home-workers

As Covid-19 continues to spread, businesses are finding themselves in uncharted waters. Companies are rapidly seeking new ways to continue operating, whilst ensuring their employees, customers and communities remain safe. As many contact center agents are being requested to work from home, and more challenges are arising, mobile messaging is a simple and effective solution to help businesses stay connected.

VoiceSage offers many contact center solutions to allow contact centers to effectively operate in these times using proactive communications. Since processes such as routing calls to remote areas can be difficult, companies are opting for Interactive SMS as an effective way to maintain customer communication and satisfaction. By implementing two-way SMS, agents can easily answer customer queries remotely without the need for outbound calls. Automated SMS can also be used to send messages regarding delivery confirmations, company updates, payments, appointments, and surveys, which can greatly reduce inbound call volumes.

VoiceSage's Interactive Voice Messaging also helps to reduce call volumes and improve first time resolutions. By automating entire interactions with self-serve options, customers can quickly complete a call to action, make a payment, or carry out a survey, or carry out a survey, helping agents to focus on more important tasks that help improve overall contact center efficiency.

Our Rich Media Messaging (RMM) can be used to create even more engaging experiences, by including rich media content such as video, images, and PDF within messages. It also gives customers the ability to self-serve, such as to conveniently complete surveys directly through their message. As we integrate with existing secure payment providers, customers can also confidently and safely make payments within their RMM. Whether the aim is to provide better self-service tools, reduce inbound calls, or automate communication, Rich Media Messaging is an excellent way to continue to support customers while working remotely.

Contact VoiceSage if you're looking for a powerful solution to help your remote agents successfully communicate with customers during these challenging times.

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Voxta AI: Intelligent voice assistants powering conversations with customers

Affordable customized voice bots for call centers or mobile apps. Voxta intelligent voice assistants provide 24/7 support for customers, drive engagement and gather information.

You need Voxta, if you answer yes to any one of these questions!

- Do you have spiky call volumes, especially unpredictable ones?
- Do you want to reduce call center costs whilst improving quality?
- Is it tough to get new agents onboard, and train them?
- Does new info have to be added frequently to answer questions?

Voxta solutions: in English, European and seven South Asian languages.

- Voice assistants for call centers, also work as blended solutions with agents.
- Voice enabled mobile apps, and work as a blended solution with agents.

Voxta voice assistants support many services, linking to client's API's or standalone

- FAQ's & customer service
- Buying, ordering and other transactions
- Surveys including cSat and information gathering

Infrastructure:

- Client specific and customized voice assistants with Voxta voicebot framework.
- New services can be launched in weeks.
- Proprietary speech and conversational AI engines
- Hosted on premises or cloud, giving clients complete control over user data.

Our AI voicebots learn from calls and improve rapidly in days - faster than any agent!

Consistency is a major plus. Handling high volumes and volume spikes is easy.

Voxta awards and accolades:

- Selected for the City of London Lord Mayor's fintech delegation 2019
- Won Indian AI for Good award 2019, for Reckitt Benckiser marketing campaign
- 'Political Siri' TechCrunch: Election campaign for Prime Minister Modi, enabled millions of voters to interact with him https://tcrn.ch/2mihe0j

Special offer for clients:

- During the COVID-19 crisis, Voxta is offering a zero setup fee model, only transaction fees, to help organizations.

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Wavenet are a Next Generation Systems Integrator who specialize in Cloud Contact Center services which can be accessed from anywhere. Wavenet deploys customer experience solutions that empower advisors to work remotely and streamline business processes to embrace working from home, the office or on the go.

Wavenet offers two primary cloud contact center solutions for remote working, both are Gartner MQ recognized vendors. All solutions be accessed remotely with no need for applications to be installed on an agent's device.

- **Customer Relationship Management (CRM)-led Customer Engagement**: This solution is for Customer Service operations using a CRM system such as Salesforce, Microsoft Dynamics or Zendesk as their primary agent interface.

- **Contact Center Infrastructure (CCI)-led Customer Engagement**: This solution is for Customer Service operations who channel all interactions through a single platform. A unified agent desktop is the agent's primary agent interface which can pull important information from a CRM or back-end system.

Wavenet use a consultative approach with detailed scoping to collaborate with customers to ensure that our technology is used to produce tangible business benefits. These center around three key outcomes:

- **Improving Customer Experience from Anywhere**: Ensuring our solutions improve customer experience by broadening the channels of communication offered, personalizing interactions and automating transactional enquiries.

- **Improving Remote Agent Engagement**: Helping agents work efficiently from anywhere, improving rates of First Contact Resolution (FCR), using templates and knowledge bases to reduce the Average Handle Time (AHT) for interactions, as well optimizing cloud-based solutions to support better work life balance.

- **Optimizing Business Processes for Homeworking**: Using integration in collaboration with self-service tools to provide personalized automation, helping introduce artificial intelligence to digital interactions via agile project methodology and identifying processes which can be improved upon based on best practice from other customers.

You can find out more about Wavenet on our website: https://www.wavenetuk.com/

Worldline

The world in which we live is in an unprecedented situation at the moment, for many this will mean we reconsider how we live and work in the future. Necessity has forced us to shift the paradigm of what can be done from home in a crisis, why should the benefits of a revised approach not be continued after the dust settles?

Whilst home working has been growing in many functions, the contact center industry has been one of the slowest to embrace this change and is therefore missing out on the opportunity to offer flexible working hours to employees from their location, wherever they are.

Customers expect to interact with organizations in a manner that suits them; smartphone, web chat or video. And for this if the agent is in a designated contact center environment or working from home is irrelevant. With Worldline Contact an agent requires access to an internet browser, and then it's like they are in the contact center alongside their team. This could be on the agent's terms and hours, giving your operation the chance to extend your opening hours and meet your customer needs flexibly and efficiently.

On the other side of this crisis we will return to a semblance of normality, but that normality will certainly be different. A new type of contact center approach is clearly needed, one which some of our clients are already benefitting from throughout Europe – Contact Centre, Branch and Home-Based resources are able to act as a single team regardless of location.
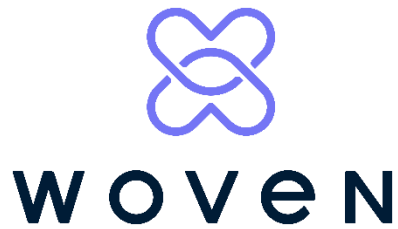
People at all levels of organizations will realize the value of having a more flexible, home based workforce. Act now to ensure you are at the forefront of capitalizing from this new flexibility going forwards in the "new normal".

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Woven With You - Is your customer service prepared for the Coronavirus?

Will your business continuity plan prove fit for purpose? Is your contingency plan robust enough to cope with demand? With the spread of the Coronavirus expected to last well into the year, Woven can support your business through this stressful, uncertain period. Providing confidence for you and your customers by absorbing any peak in calls you may receive. While it is important that we don't over-react, it's clear to see that customer confidence is already being affected and queries and concerns are starting to build.

Woven, are a leading outsourced contact center, customer management and BPO service provider, with global capability delivered through local expertise. Woven With You is Woven's solution to any customer concerns you may receive. With 4 sites across the UK offering an established Multi-channel contact center services we can utilize our centers to support your customers demands between sites to provide you with inbuilt security. • We provide a reliable, effective call overflow to increase your overall capacity. • We will allow you to handle dramatic surges in demand. • We will mitigate your resource or service level challenges.

• We offer you an 'always on', 24/7 365 service that is always available to your customers. Woven will increase your capacity, take out any spike in demand and ensure your customer service response remains on forecast. During a crisis, consumers need and demand a rapid response to their queries. Providing customers with reliable customer service can have a massive impact on customer perceptions of a brand. So if you anticipate your service may be disrupted and want to keep your customer channels open - make the right decisions by considering our Woven With You customer solutions. Allow Woven to be part of your solution.

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X-on is an award-winning pioneer of digital telephony in the UK. With over 20 years experience, we have worked with thousands of customers across many industries to deliver simple communications choices to benefit their business. We work within healthcare to provide communications systems, such as Surgery Connect and Contact Center, that address the digital and online ambitions of the NHS by providing secure, flexible, scalable, cost-effective telephony and video solutions, tailored by feedback from healthcare professionals.

X-on, a UK Network Operator, are providing a Surgery Connect GP@Home telephony solution for GPs and other surgery staff working from home during the coronavirus crisis. GP@Home supplies all the extensive and integrated functionality available to the hundreds of practices already using Surgery Connect, but in a remote working environment. This is available to all practices now, with the option to upgrade to the full version of Surgery Connect at a later date.

GP@Home allows GPs to receive calls on landline, softphone or a supplied mobile device, while integrating with clinical systems such as EMIS and SystmOne to simplify patient contact and ensure that all activity with patients during this crisis is properly logged, and available later for review. Contact center call queueing facilities provide patients with the best call experience, while dialled outbound calls will appear to originate from a practice number. GPs are able to switch between phone and video call with a single click. Call recordings are securely linked to the patient record.

Real time update of audio prompts via text to speech, SMS notifications from templates, and click to call from the patient record keep contact simple, with comprehensive reports downloadable for all call activity.

Free teleconferencing is also enabling organisations, such as Clinical Commissioning Groups and Primary Care Networks, to plan effectively without personal contact.

For more information on remote working for your practice please call Sales on +44 (0)333 332 0000.

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YourCentre Business Continuity Facility

YourCentre (YCL) is a fully flexible outsourced provider of back and front office contact center facilities, with a capacity of 270 workstations, based in Portsmouth's City Centre council buildings and conveniently located opposite Portsmouth & Southsea Station.

YourCentre Remote or On-Premise

Due to the unprecedented situation that has been created by the global outbreak of the Coronavirus (Covid 19), YCL has opened up its facility and infrastructure for organisations in need of a flexible extension to their existing business continuity solutions, with two options.

Option 1 – Provision of Virtual Workstations

- Advanced cloud-based IT & Telephony, providing remote connectivity to business applications.
- Training resources, for getting started remotely.
- Recruitment resources, to provide contingency staff to supplement the existing workforce.
- Experienced management personnel, including HR, compliance, training and operations.

Option 2 – Provision of Office-Based Workstations

- Secure offices on 1st and 5th floors with swipe card access.
- 270 combined seat capacity.
- YCL management onsite for all opening hours 8.00am - 6.00pm Monday – Friday.
- Secure swipe card access.
- Separate designated workspace areas.
- Separate break out area on 1st floor.
- Management parking.

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ZOOM International exists to elevate every encounter for contact centers.

Our software captures customer sentiment at the point of contact, providing actionable insights for improving customer experience, optimizing agent effectiveness and maintaining compliance. No other WEM software provides a full 360-degree view of omnichannel interactions, survey results, customer sentiment and quality reviews in a single place the way ZOOM does. We provide world class solutions for everything from compliance to speech analytics.

We serve over 2,200 customers and partners worldwide, ranging from sub-100 agent contact centers to brands like IBM, HCA, Finansbank, Tata Sky, Generali, Allianz, and Vodafone spanning 90 Countries.

ZOOM is a WEM magic quadrant selection and has received numerous awards for our products and services. Our NPS score from customers and partners over the trailing 365 days is an 88 NPS after nearly a thousand survey responses.

Come see the ZOOM difference at www.zoomint.com.