

Teleware365

CLOUD CONTACT CENTRE

Product Factsheet

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For businesses needing a flexible, cost effective and easy to deploy Cloud Contact Centre solution with Microsoft Teams integration.

Cloud contact centre software that just makes sense.

Manage your inbound and outbound communications with Teleware's enterprise-grade cloud contact centre; helping you to deliver world class customer service.

Built on Microsoft Azure, our Cloud Contact Centre is intuitive, scalable, and global. With Azure assured security, our Cloud Contact Centre can also be integrated into Microsoft Teams creating a single user interface for all employee communication and collaboration needs. It also includes our IVR for even greater functionality.

Embedded into our Cloud Contact Centre is extensive reporting. Real-time analytics enable you to make informed and rapid decisions.

As with all Teleware products, our 24/7 support team are always on-hand should you need us.



Microsoft Teams integration creating a single user interface for all collaboration and communication needs.

BENEFITS



IMPROVED CUSTOMER SATISFACTION - Calls can be answered quickly and from anywhere in the organisation, increasing your first call resolution.



IMPROVED PERFORMANCE KPI's - By monitoring call activity with our embedded real-time dashboards. Integrate with Power BI also allows you to manage data according to business requirements.



INCREASED PRODUCTIVITY - Integrating Cloud Contact Centre into Microsoft Teams provides a single user interface, creating an enhanced agent experience.



REDUCED RISK - Agnostic service and agents can access Cloud Contact Centre on any device, mitigating downtime in the event of local system failure or unforeseen circumstances.



FUTURE PROOF - Evergreen product providing regular system updates for ongoing optimised performance.



WORLD-CLASS SUPPORT - As with all Teleware products, Cloud Contact Centre comes with 24/7 support so we are there whenever you need us. If needed, we can also build and configure the solution for you and can provide employee training.



INCREASED FLEXIBILITY - The system can adapt to work with any set up, whether on-site, home working, or in a central office. Users in the same team can be in separate locations and operate effectively.



IMPROVED CALL OUTCOMES - Optional call recording for quality monitoring and training purposes.



REDUCED COSTS - As the solution is cloud based there's no onsite hardware or virtualised environments to maintain, reducing energy and running costs and even your carbon footprint.

VOICE

Improve customer support with our advanced cloud contact centre features



CALL QUEUING

Create customised call queues. Inbound calls can be allocated to call queues based on pre-defined rules and routed to available agents within the appropriate group.



VOICEMAIL

Create individual or group voicemail messages.



INTERNATIONAL NUMBERS

International numbers (with geographic or non-geographic codes) are available. Providing a 'local' international number, e.g. a French number with a Paris area code allows customers to call the organisation at standard local rates, no matter where the organisation is based.



ANNOUNCEMENTS

Personalised announcements can be created and played to callers according to pre-defined rules, e.g. outside business hours, on-hold etc. Creating announcements for frequently asked questions and incident/disaster management can help reduce the need for agent contact and provide an improved customer experience.



INTERNAL CALLS

Each agent has their own number. This allows an agent to be reached by anyone else in the organisation and for calls to be routed to an alternative agent.



NUMBER PORTING

Existing numbers can be used by simply porting them into Teleware's Cloud Contact Centre solution.



FREEPHONE NUMBERS

Freephone numbers are available and allow customers to call the organisation free of charge from all consumer landlines and mobile phones.



TELEPHONE SYSTEM AGNOSTICS

The solution can be deployed on any existing telephony system and across mixed estates. This removes the need to invest in a new telephony system.

CALL ROUTING

Ensure calls are always routed to the right agent based on custom criteria



INTERACTIVE VOICE RESPONSE (IVR)

Teleware's easy to use IVR is included as part of the solution. Multi-level IVR menus can be created to guide the caller through different options; ensuring they are always directed to the right department.



SKILLS-BASED ROUTING

Inbound calls can be automatically routed to a specific team/agent based on their fit and skills required by the caller.



OUTBOUND CALLER ID

A specific caller ID can be set for each team within the contact centre. Customers will know who is calling and enables them to be directed to the correct department if they return the call.



CALL WHISPER

Using a call whisper allows the call purpose to be identified before the call begins. Also referred to as call screening, it involves playing a message to the agent while the caller continues to hear ringing.



ROUTING SEQUENCE

Calls can be automatically routed to agents in a pre-set order, e.g., circular, sequential or longest idle hunting.



CALL PRIORITISATION

Make VIP/important customers feel special by prioritising their call when contacting the organisation.



BUSINESS HOURS

Pre-defined business hours can be set to determine when calls will be answered. Outside of these hours, the organisation can create a personalised absence message and/or redirect calls to an alternative phone number or voicemail.



SMS TEXT BACK

Adding text message triggers to an IVR menu is a quick and cost-effective way of providing a mobile service and helps to minimise the pressure on voice agent resources. For example, large volumes of routine calls could be resolved by triggering a pre-configured SMS message that includes step-by-step instructions or a link to a knowledge base with more information on how to self-serve.

PRODUCTIVITY

Boost the productivity of staff, teams or departments with inbound and outbound call centre features



AVAILABILITY STATUS

The agent status feature enables agents to select their availability to receive calls.



AFTER CALL WORK (ACW)

The wrap-up feature allows agents to complete all follow-up tasks after a call has ended.



TRANSFERS

Callers can be quickly and easily transferred to another extension, agent or group.



CALL RECORDING

Cloud Contact Centre can automatically start a secure or encrypted recording of all calls or, alternatively, on-demand recording is available. Recording and monitoring calls helps to confirm details, improve the quality of customer interactions and guide training sessions.



RECORDING TAGS

Call recordings can be tagged to easily identify the call purpose before listening to the recording, e.g., whether it's part of a specific campaign, a potential sale, or a training requirement.



REASON CODES

Customised reason codes can be created and used by agents. This allows their time to be accounted for when they are not available to handle calls.



CALL REFERENCE ID

A unique call reference ID is automatically generated for all inbound and outbound calls. This reference ID can be used to identify individual recordings for subsequent easy retrieval, and/or copied to another document or system database (for example CRM).



PHONEBOOK

Agents can create and maintain their own customer contact list with quick dial options.



RECORDING PLAYBACK

Call recordings can be played back directly from a web browser or via a phone.



ACCESSIBLE FROM ANYWHERE

Users can sign-in to the interface from any location or device, enabling mobile working and unifying business communications.

PRODUCTIVITY CONTINUED



VIRTUAL ASSISTANT

Teleware's chatbot, Albert, can be used as a virtual assistant for agents. For example, FAQs can be uploaded, allowing agents to quickly access information whilst on a call with a customer.



ONLINE USER MANAGEMENT

Administrators can configure and manage the solution to suit their requirements. Cloud Contact Centre teams can be configured, and team members managed in real-time.

STATISTICS AND MONITORING

Drive better results and improve the customer experience with detailed analytics and call monitoring



REAL TIME DASHBOARD

Customer dashboards can be created to provide a real-time view of the Cloud Contact Centre.



AGENT ASSIST AND LIVE CALL MONITORING

Real-time assistance alerts allow agents to get the help they need from a supervisor whilst on a call. Supervisors can whisper additional information to the agent (which the caller cannot hear) or can join live calls to interact with both the caller and the agent.

Supervisors are also able to perform real-time call monitoring; listening to calls without interrupting the agent/caller.



WALL BOARD

'Pop-out' dashboards allow teams/agents to see real-time data; enabling them to be more proactive and ensure SLAs are achieved.



REPORTING

Reporting of real-time and historic statistics for ongoing performance analysis – data that can be used to improve the customer experience.

INTEGRATIONS

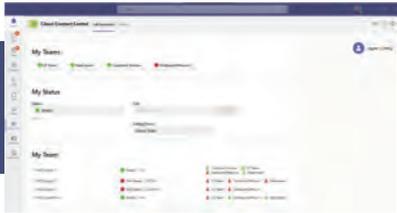
Connect Teleware's Cloud Contact Centre to third party applications.



MICROSOFT TEAMS

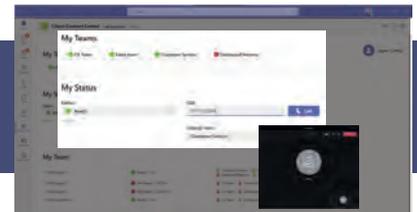
Provides users with full access to Cloud Contact Centre through the native Microsoft Teams interface. This creates a collaborative contact centre with Microsoft Teams being the single communication and collaboration platform for the organisation. Cloud Contact Centre can also leverage Teleware Direct Routing to provide a single consolidated cloud based PSTN service for Teams calling.

Other apps can also be integrated, including Power BI and chatbot functionality.



Manage your inbound and outbound communications with Teleware's Cloud Contact Centre.

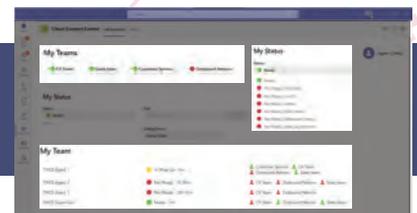
Cloud Contact Centre is integrated into the Teams client, simplifying the end user experience.



Manage and configure all your working locations, Teams client as well as your mobile number.



Log in and out with a single click using Microsoft Teams.



CALABRIO™

WORKFORCE MANAGEMENT (WFM)

Calabrio is a world-leading customer experience intelligence company that empowers organisations to enrich human interactions.

Calabrio Teleopti WFM's dynamic cloud and on-premise solutions enable contact centres to plan and manage operations through advanced forecasting, dynamic scheduling, and intelligent automation. Precise forecasts can be built in minutes – not days and reduce overstaffing and overtime with intelligent automation.