Get closer to customers with Webex Contact Centre

Customers now expect instant availability in the channel of their choice. But recent research shows that over 70% of companies[1] plan to continue having agents work from home. So how do you support remote agents and react quickly, without overspending or compromising on service? Our Webex Contact Centre solution gives you the innovation, flexibility and agility of the cloud with the security and global scalability you've come to expect from us. So you can offer a personalised, seamless, multi-channel customer experience.

Supporting agents to work remotely

Webex Contact Centre manages all your contact centre needs together on one easy platform. It supports a range of contact centre, omnichannel and artificial intelligence (AI) features that improve performance, increase visibility and maximise business outcomes, while reducing total cost of ownership.

It brings together the flexibility, scalability and low maintenance of the cloud with the reliability and security of your on-premises call centre solution. And by making it quicker and easier for people to get what they need, you can improve sales conversations, revenues, retention, customer satisfaction scores and first contact resolutions.

Our unique skillset, means we can manage your Webex Contact Centre to give you:

- expertise in de-risking and accelerating your journey to an 'as-a-service' cloud solution

- know-how to make sure you have the network capacity to support your connections

- end-to-end monitoring to ensure the best experience

- contact centre experts that will keep your solution relevant in a fast-changing world.

Big data matches customer's needs to agent's skills

We use big data and analytics to understand a customer's journey and predict their needs based on where they're at. That means you can automatically match them with the best available agent to meet that need and deliver the best business outcome.

By getting a clearer insight into every stage of the journey, we'll help you forge deeper and more profitable relationships with your customers.

That visibility applies to performance too. By centrally monitoring the business and operational performance of your agents, teams, sites and systems you can maximise business outcomes.

The benefits of our managed service

- **Experience:** create a predictive customer experience, locating the right person or information at the right time, based on conversations as they happen.

- **Speed:** easy to deploy and scale at pace with flexible cloud technology.

- **Agility:** keep up with your business needs – deploy new agents, sites and functionalities quickly.

- **Value:** pay as you grow, with flexibility to make your transition to the cloud cost-effective.

- **Efficiency:** we'll keep you up-to-date on new features to enhance your contact centre.

1. Why work-from-home requires team collaboration, Nemertes research, April 2020

All your contact centre needs, together on one platform

As a service integrator, we can provide the complete end-to-end solution of a secure voice network integrated with Cisco's cloud native Webex Contact Centre. We offer a fully managed service, that way you're free to focus on your business.

Webex Contact Centre features:

- **cloud native –** reduces complexity and expense while vastly speeding up deployment of new features
- **routing and queue management –** intelligently distribute calls across teams in multiple sites or to remote agents
- **centralised management –** tailored dashboards help to increase productivity and lower total cost of ownership
- **powerful data analytics –** helps you learn more about your customers and what they want
- **artificial intelligence –** adds context, makes suggestions and creates predictive, proactive experiences for your customers
- **integrated collaboration –** so your agents can quickly and easily reach experts
- **secure chat capabilities –** for communication between customer and agent
- **integration with our voice network –** to provide optimum capacity and customer call experience
- **service delivery and management –** making sure it runs smoothly in-life
- **built-in disaster recovery –** seamlessly redirect call centre traffic during emergencies. A phone, computer and internet connectivity are all an agent needs.

Optional add-on features:

- **workforce optimisation suite –** helps you schedule and manage staff, measure agent efficiency and performance and analyse speech and desktop actions to gain insights
- **outbound voice –** to complement the powerful inbound call handling capability.

Rollout, set up and commitment

Our quick deployment process includes agent software for up to 1,000 concurrent agents – with a robust set of omnichannel, routing, and reporting capabilities.

We can get you set up and ready to go in just 20 business days. There's no minimum agent volume required and the short-term commitment is just 12 months.

Why work with BT?

- **We work with an ecosystem of partners**
  That's how we can deliver innovative and market-leading technology. For example, BT and Cisco are long-standing partners of over 30 years – and we're one of only five elite Cisco Global Gold Certified partners.
- **We connect and protect the world's biggest companies**
  Technology shouldn't just help your business survive, but thrive – to make you quicker, lighter and more responsive. We can help you move to the cloud, transform your customer service and simplify your network. It's why the world's biggest companies use our services, platforms and partners to connect and protect what matters most.
- **We offer enhanced customer experience solutions**
  We'll improve both the agent and customer experience, with professional services to plan, implement and manage everything. We can integrate it with different channel types, including voice, email, webchat, messenger, SMS and social media.

- **We have a global presence**
  We have physical access nodes in over 47 countries, originations from over 180, and terminations to anywhere in the world. Our cloud platforms are supported by nine Cloud Contact hubs globally.
- **We have a wealth of transformation experience**
  Our Inbound Contact platforms support over 6,000 customers globally, and more than 16 billion minutes of calls per year. We also have over 65,000 agents and 10 billion minutes of calls a year across our Cloud Contact platforms.
- **We're focussed on innovation**
  We take in and test new technology and quickly make it available to our customers – including new digital channels, AI-based knowledge management, and chatbot capabilities.

What could Webex Contact Centre do for you?

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