

Call Centre

Next AdvantageTM Call Centre is a feature-rich, hosted call centre solution that does away with on-site equipment hassles and costs, and operates seamlessly across multiple sites via a simple desktop application. Intelligent software routes calls, integrates customer data into a single interface and enables you to optimise call centre processes.

Our Call Centre platform features:

- › Flexible, virtual call centres
- › Automatic call distribution and queuing
- › Desktop phone and PC client-based agents and supervisors
- › Advanced queue, supervisor management and reporting tools
- › Computer telephony integration with a third party CRM

Choose a Call Centre solution that fits your business and enjoy the functionality, the savings, and the freedom to locate your agents anywhere.



› Why Next AdvantageTM Call Centre

Our hosted Call Centre solution means lower costs and less risk for you, plus:

- › Dedicated Account Manager and 24/7 support
- › No costly infrastructure
- › No hidden charges or maintenance costs
- › Seamless integration with your current infrastructure and CRM

Transform the way you interact with your customers.

Features & Benefits

More flexibility

- › Minimal local resources and expertise required to build, manage and support
- › Easy access to a host of on-demand features
- › Rapid deployment and implementation - getting your business up and running usually takes days instead of months
- › Tailored Call Centre solutions to meet your immediate business needs and easily adaptable features and functionality to suit changing business demands
- › Flexible, scalable, open standards allow for significant customisation

Reduced costs

- › Lower operating costs associated with ongoing maintenance, support and upgrades of the system in comparison to an on-premises solution
- › No large capital expenditure - lower set-up costs and predictable monthly operational costs

Flexible virtual call centres

- › Call centres anywhere in the world operating via PCs and a broadband connection - without additional hardware, software, or traditional phone lines
- › Ability to offer 24x7x365, Follow-the-Sun customer care
- › Remote working options to minimise costs
- › No need to rent office space for new staff



**Winners of the 2011
Excellence in Service Award.**

Automatic call distribution
(Intelligent call routing and queuing)

› Improved customer service, ensuring all incoming calls are serviced efficiently
Effective call management through a range of call distribution policies

Agent and supervisor clients

› Intuitive desktop interface for greater agent productivity and management oversight and reporting

Auto attendant

› Interactive voice response (IVR) and custom messaging

Call centre reporting

› Real-time and historical reports in graphical and tabular form

Music on-hold and comfort announcement

› Caller greetings, followed by music or advertisements and periodic comfort announcements in audio or video format

› Which Call Centre solution is right for my business?

Call Centre Express

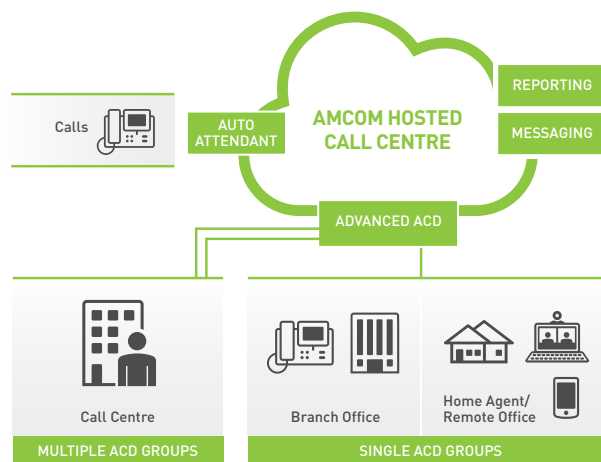
Call Centre Express is a hosted, virtual call centre solution suitable for small to medium businesses that require receptions or call centre agents with Auto Attendant, automatic call distribution & queueing (ACDQ) with reporting capability.

Call Centre Enhanced

Call Centre Enhanced is suitable for small, medium and large enterprises that require a sophisticated virtual call centre solution. Call Centre Enhanced adds to the benefits of Call Centre Express with client-based agents and supervisors, multiple departments, multiple sites, desk phone integration, desktop client, mobile integrated voice and video agents and supervisors, workforce management, weighted call distribution and queueing, call recording integration and historical and real time reporting capabilities.

Network Overview

Hosted Call Centre Solution - Remote Agents, Branch Offices and Head Office



next.
advantage



Get in touch

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Book a demo

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Next Advantage™