

Contact Centre

Next AdvantageTM Contact Centre is an advanced multi-contact communication facility that has all the benefits of our Call Centre solution, plus extra features such as:

- › Combined voice, email, web chat and fax management
- › Sophisticated call distribution policies
- › Workforce management and scheduling
- › Outbound and inbound predictive dialling

It operates seamlessly across multiple sites without costly hardware or complicated infrastructure, at a fraction of the cost of a traditional premises-based contact centre solution. And because it's hosted, all system upgrades and enhancements are managed by Next AdvantageTM.



› Why Next AdvantageTM For Contact Centre

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

- › Dedicated Account Managers and support teams
- › No hidden charges or maintenance costs
- › Full installation and project management services
- › Seamless integration with your current infrastructure and CRM
- › National network coverage

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 - because it's hosted, getting your business up and running usually takes days instead of months

Reduced Costs

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

Workforce management

- › Hosted Contact Centre gives you more flexibility to grow - add departments, add individuals within a department or to manage your contact centre across multiple off site locations
- › Forecasting, scheduling and tracking capabilities are simple and allow for better resource management
- › Contact centre supervisors can reassign agents instantly to new tasks
- › Staff numbers can be increased or decreased dynamically to cope with changing call volumes

Web interaction management

- › Web chat functionality can easily be integrated into your contact strategy and forwarded to existing agents, providing an additional point of customer contact



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

Improved call centre service administration and reporting

- › Real-time workforce management reporting eliminates the need to integrate reporting data from multiple data sources, enabling effective management of inbound, outbound, email and web interactions
- › A user-friendly interface that can be accessed remotely via the internet includes dashboards and reporting that allow you to manage your call centre services efficiently
- › Dashboards contain real-time information and reports to improve management and give managers total remote, real-time control over call centre services, improving work flow management and business agility

Automatic call distribution

- › Easy handling of high call volumes through distribution of calls in the most resource effective way, reducing caller hold times
- › Calls can be distributed according to preferences set, such as:
 - Even distribution across all staff
 - Staff skill level or expertise in a specific area
 - Service level agreements status

Predictive dialling

- › Maximise the 'talk time' of agents using automatic dialling and manage available agents dynamically to coordinate pre-answered calls
- › Industry averages show that agents making calls manually spend 15 minutes in every hour actually talking to customers. A predictive dialler process increases talk-time to 45 minutes per hour - a three-fold increase in productivity

Inbound voice portal

- › Interactive Voice Recognition (IVR) solutions give the ability to create self-service applications, allowing agents to work on more complex calls that require human input

Outbound voice portal

- › Automation of outbound calls using any combination of pre-defined scripts

Email management

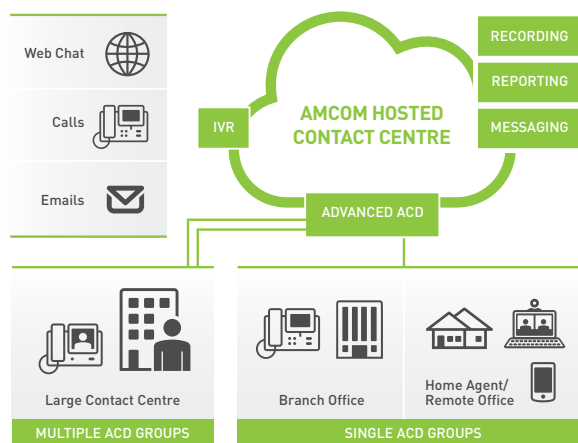
- › Better management of email messages through prioritisation, queuing, auto acknowledgement, auto responses and reporting

Call recording

- › Ability to record all calls of any type, inbound or outbound

Network Overview

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



next.TM
a d v a n t a g e



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Book a demo

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