

Virtual Call Centres

Enhance your customer service through Inclarity's cost-effective and flexible call centre solution.

Call Centre Managers are under increasing pressure to deliver improved customer services while reducing costs. The current economic climate has added to these pressures. In parallel customer requirements have continued to evolve, as they seek out services and suppliers that meet their core needs of accessibility, personalisation and quality.

"We can react quickly and with ease to any changes required, be it from the office or remotely."

(Home Call Centre)

There is a growing opposition to offshoring and as a result the opportunity to use home workers as part of a virtual call centre is increasing and helping to ease cost pressures. This approach immediately reduces overheads and the fixed costs associated with traditional call centres and in addition:

- Offers access to a wider candidate base
- Increased flexibility as shorter shifts can be used to deal with peak demands
- More attractive to workers as lack of travel costs can add up to 15% to their pay
- Attrition levels much lower than traditional call centres

Traditional solutions offer limited flexibility, especially where the number of agents varies month on month, or certain features are only required for part of the year. Additionally they often cannot support home workers, multiple and international sites without significant investment and complexity.

The Inclarity Virtual Call Centre Solution addresses all of these issues.

Key Benefits:

- Minimal capital outlay
- Ability to set up temporary features including hunt groups, voicemail boxes and greetings without long term charges
- Fully scalable with simple to use web tools to easily add / remove agents
- Easy to deploy - no impact on existing business – can retain existing telephone numbers
- Improve agent productivity through call recording and management information

- Full contact centre functionality
- Supports multiple sites and home workers
- Reduces operational and fixed costs
- Supports international solutions



The Challenge of Remote Management

For the fast growing outsource provider Home Call Centre, their existing system was proving to be increasingly inflexible and costly. They soon realised that maintaining it and ensuring it could support their rapid expansion would result in unaffordable costs. As the majority of the workforce is home-based, with the exception of administration staff, trainers and team leaders, communication between employees was costly. Tracking the performance of the work of the home-based staff was an added complexity. The benefits to Home Call Centre were instantaneous. Adopting the virtual Desktop Wall Boards has made it possible for team leaders to monitor their home-based employees, and track when they are on the phone. Communicating with them is as simple as if they were working alongside them in the office.

The Inclarity Virtual Call Centre solution

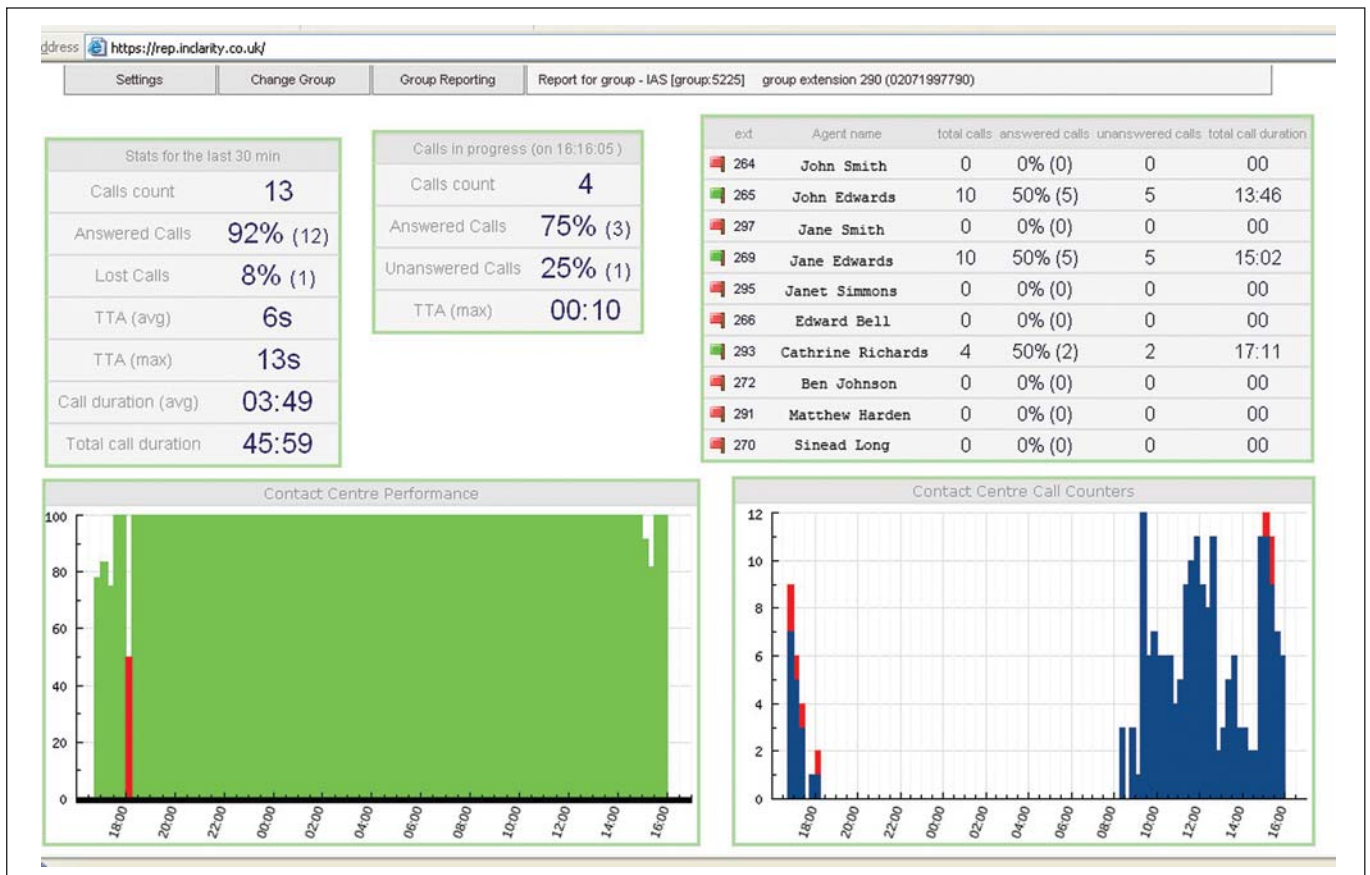
Our features are highly flexible and based on our award winning Hosted VoIP telephony platform. Each one is fully scalable and can be used permanently or for short term periods. They can be used individually or integrated as part of a complete contact centre solution.

The features include:

- **Sophisticated call flow solutions** which can support agents working in multiple sites and even across different countries
- **Hosted Call Recording** to either comply with industry regulations or improve customer service. Supported by easy to use web based tools to administer recording, replaying and archiving of calls
- **Virtual Wall Boards** to provide real time information via a web browser on SLA performance, agent productivity and customer service. This is supported by automated daily, weekly and monthly summary reports
- **Auto Attendants** to improve productivity and skills based routing of customer calls

- **CRM / CTI Integration** to support click to dial from your existing customer databases
- **Telephone Numbers** to extend your presence as a licensed Telco. We can provide geographic numbers for anywhere in the UK, non geographic numbers as well as international, city and freephone numbers
- **Built in Business Continuity** – in the event you are unable to access your premises we can divert calls to another location(s) while retaining all your functionality
- **Accessories** – we supply a wide range of handsets and headsets to optimise your agent performance

“The call recording solution has provided us with easily accessible, invaluable training material for our employees.”
(Nucom)



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