

CONTACTQ

Multimedia Contact Centre



ContactQ from Braxtel Introduction

Prepare your business for the demands of the 21st Century

You cannot decide how customers will choose to contact you but now you can decide how to ensure you service them in the most profitable way for your company.

ContactQ is a contact centre solution without unnecessary complexity, cost or technical overheads. It is compatible with all Ericsson-LG Enterprise PBX and has been designed to integrate seamlessly into customer businesses such as CRM or ERP applications.



Connect

- Manage all of your contacts - for email, chat, SMS, IM, and social media - the same way you manage your inbound and outbound voice interactions
- Match callers with the most appropriate resources every time they contact you

Integrate

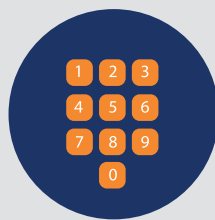
- ContactQ chat can be integrated simply and quickly with business web applications
- Integrate with your applications and other software tools like payment gateways
- Use ContactQ applications or integrate into your business workflow using the ContactQ APIs

Key Features



ACD AGENT

quickly and efficiently direct calls to the right person within your business



IVR for Self Service Application

get more with less staff for a greater return on investment



Call Recording

in-built Call Recording with PCI Compliance



Analytics & Reporting

analytics anywhere

Connect with your customers on their terms

Multimedia for enhanced customer experience

These analyst comments demonstrate the value of engaging with customers on the channel of their choice. By using this multi-channel approach you can reduce costs, increase customer satisfaction and fully understand your customers preferences.

By 2020, customers will manage 85% of their business relationships in the digital space without interacting with a human (Gartner).

25% of consumers utilise one or two communications channels when seeking customer care and 52% of consumers utilise three or four channels (Ovum).

90% of consumers will always check a website before emailing or calling a company (Synthetix).

63% said they were more likely to return to a website that offers live chat (Forrester).

Operations Director



"Customers demands are constantly changing and we need to invest in the tools to help us meet their needs quickly and easily. ContactQ ensures we can interact with them when and wherever we want to."

Contact Centre Manager



"ContactQ gives me visibility and insight to quickly make informed decisions and the tools to execute those decisions instantly without the need for involving IT teams or consultants. It puts me 100% in the driving seat of our contact centre."



"By using ContactQ I have everything I need in one simple application so I can really focus on the customer."

As a regular caller I really appreciate being able to skip the queue and go straight to my contact and if they are busy I can leave a voicemail and know they will call me back as soon as they are free."

Contact Centre Agent



Customer



Automatic Call Distribution delivers a powerful solution for all Customer Contact Management with enhanced productivity and cost efficiency.



CONTACTQ ACD Agent

How It Works

ContactQ ACD offers a unique approach when distributing incoming calls to a specific group of terminals or contact centre agent - by utilising its integration module it can work seamlessly with all Ericsson-LG Enterprise PBX platforms, to achieve your customer service targets and also migrates onto any new VoIP solution or ISDN connections for traditional telephone systems.

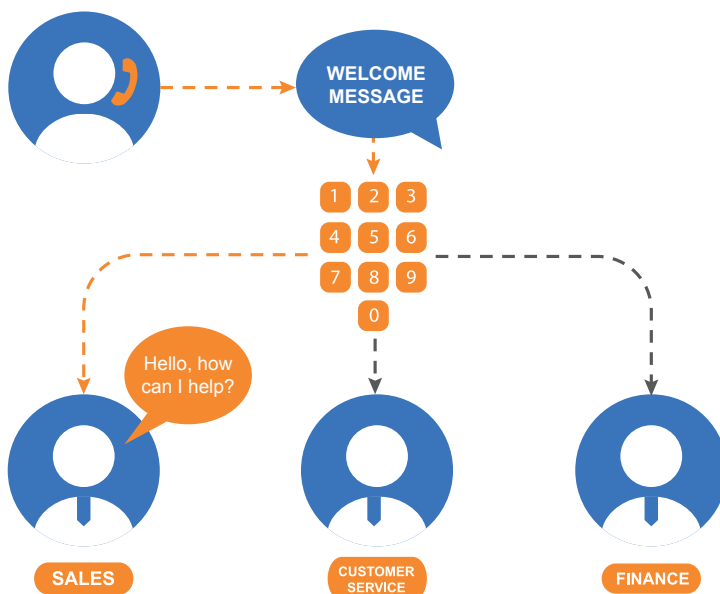
The ContactQ Advantage

- Increased productivity by ensuring customers are connected to the best suited member of staff quickly, allowing a “One stop resolution”.
- Maximise team productivity
- Automate simple tasks using ContactQ leaving agents time to add real value to your customers
- Delivers comprehensive routing and management integration into customer data records for CTI purposes
- Live information displays for tactical decision-making
- Historical business reporting on performance of systems and people within the organisation
- Easy upgrade to ContactQ modules such as IVR for self-service



Interactive Voice Response (IVR) for Self Service Applications

IVR is a telephony/data technology offering customisable self-service options to customers. ContactQ allows you to create custom applications enabling customers to engage without the need to speak to an advisor.



How It Works

Calls or chats can be routed based on customers status or priority, such as membership level. ContactQ IVR allows you to design profitable applications utilising existing customer and business data.

The IVR module is a powerful solution that provides functionality previously only available to large companies. These customisable applications can be delivered quickly and simply and affordable set up costs means that you get a rapid return on investment.

Common IVR applications include

- Voting lines and surveys
- Simple product or service orders
- Local Government - Information provision to citizens
- Full Hotel systems integration
- Priority customer routing
- Appointment reminders

Call recording can provide a range of benefits to your business from resolving disputes or queries through to helping train and develop your team to deliver outstanding customer service.



Call Recording

How It Works

ContactQ Call Recording module integrates easily into your current environment and will record calls and business transactions from the agent screen. ContactQ will either sit on your IP LAN/WAN and record voice packets, tap into the ISDN network feed or connect directly to your digital/analogue handsets. Once the recordings are captured, ContactQ can highlight key words or parts of the conversation and remove critical or personal sections from the broadcast.

Handling financial transactions:

1. All calls must be recorded
2. Calls must be stored and archived for a minimum of 6 months or the length of the contract between you and your customer
3. Best practice must be adopted when quality monitoring calls and can be used to improve staff performance

Common Recording applications

- Financial sector - To fully comply with legislation
- Local Government - Information provision to citizens
- Retail - Confirm transactions and improve front line customer service
- Legal - Produce evidence that is admissible in any court of law
- Security - Record and analyse dangerous or threatening conversations

PCI Compliance

Protecting customer data is critical in any organisation. ContactQ's Call Recording Plus option delivers a fully integrated PCI compliant and encrypted call recording module, where calls are recorded and can be played back for training or legal purposes.



Business Analytics and Reporting

Contact Q Reporting and Analytics is a powerful, feature-rich module that enables the visualisation and reporting on historical and real-time performance.

Monitor the pulse of your call centre Track your SLAs and KPIs with presentations, graphs and charts. The easy step-by-step process enables anyone to create customised dashboards in minutes.

Deeper detail Managers can access in great detail call analysis and agent behaviours with detailed transaction level reports, or use the Drill Anywhere option to simply explore your data.

Dashboards tailored to your preferences Dashboards are highly customisable and can be easily tailored to suit the user or for high visibility wallboard displays.

Access dashboards anywhere The Braxtel dashboards will run in any browser on any device whilst also offering the flexibility of embedding links into any web page, wiki or company intranet. A web services API is also available for full integration.

About ContactQ

ContactQ is a powerful all in one Contact Centre suite developed in the UK by Braxtel, contact centre experts since 1997. ContactQ runs on server hardware or can be virtualised and hosted on an EsXi based Hypervisor such as vSphere.



Supporting up to 5 to 500 concurrent agents and unlimited queues, ContactQ can serve from small business to larger enterprise.

ContactQ is probably the easiest yet most sophisticated Contact Centre you will encounter, with a range of benefits including:

- Feature rich
- Intelligent skill based contact routing, priority management, customer identity matching and smart business systems integration
- Powerful and customisable
- Dashboards and reporting
- Universal contact rules based handling across all media types
- Universal contact recording and playback with archiving and encryption
- All provided through a user- friendly browser

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