



Hosted Contact Centre

A feature-rich, highly scalable, virtual contact centre solution giving businesses the ability to deliver a smooth and simple caller experience, as well as the facility to integrate and manage calls and agents across multiple sites, including remote and home-workers. This flexible solution provides skills-based routing, live queue monitoring, call recording, in-built disaster recovery and comprehensive reporting. All without the hassle and expense of managing and investing in complicated customer premise equipment.

Ideal for:



Call centres of all sizes



Businesses in rapid growth or with changing infrastructures



Organisations looking to reduce their investment in expensive call centre technology



Businesses with multiple locations and home workers wanting greater control over incoming calls



DR applications - HCC is a highly flexible and cost effective solution for use in disaster recovery situations or as an overflow solution.

Interface functionality

Hosted Contact Centre provides functionality and visibility for contact centre supervisors and agents alike. A live interactive dashboard presents critical contact centre metrics, allowing close monitoring of real-time information and agent statuses. The secure Admin Interface provides supervisors with the tools and information they need to manage calls and agents, whilst an Agent Console allows remote and home-working agents to present their availability to take calls within a virtual contact centre environment.

How will our Hosted Contact Centre solution benefit you and your business?

About TalkTalk Business

TalkTalk Business is one of the UK's fastest growing B2B telecoms providers, offering a full range of business-grade communications products and services, spanning internet access, data, voice and mobile. Our mission is to deliver what matters most to our 180,000+ business and public sector customers, and 800+ Partners, through consistently reliable, easy-to-use, innovative, great value solutions.

TalkTalk Business is truly innovative, looking for ways to disrupt the market and deliver value back to our customers. Following an investment of over £600m, we operate one of Britain's largest Next Generation Networks, with 95% coverage across the UK and more than 3,000 enabled exchanges for Ethernet, EFM and Business Broadband.

With over 20 years' experience providing support to customers - from national retailers to sole traders - and with future-proof, scalable technology, and standout service, TalkTalk Business aims to empower you to connect to the things that matter most: your customers, your employees and your suppliers.

Reporting and auditing

Hosted Contact Centre offers a complete range of historical and near real-time reports that can be generated on demand or scheduled. Information can be presented graphically for quick and easy viewing, or in detail with full drill down on figures and performance ratings. Businesses can monitor call volumes, queue stats, call abandonment and first-time resolution rates, as well as agent and agent group performance. A full audit trail is provided across agents, queues and routing.

Customised IVRs

Hosted Contact Centre offers featurerich IVR functionality and allows upload of own audio files to personalise greetings, prompts and customer messages to offer a better caller experience and enhance your brand. IVR scripts are customisable and can be amended anytime in real-time to meet changing business requirements and demand fluctuations.

Prioritised queuing and skills-based call routing

Hosted Contact Centre provides full flexibility and control of how calls are routed. Call plans are easy to build, quick to deploy and can be designed to suit the specific infrastructure of a business, incorporating agent skill levels, as well as overflow work-pools to proactively manage built-in scalability.

Call recording

Hosted Contact Centre can be set-up to record all calls, a percentage of calls, or on-demand. Recordings can be sent automatically to a specific email address or to an audio server for storage. Call recording supports FSA compliancy and helps protect your business through the provision of recorded evidence in the case of disputes. Call recording also provides a valuable tool for quality control and agent training, helping improve agent performance and overall customer service.

Disaster recovery

Disaster recovery plans can be configured for every inbound number and at every level of a call plan to ensure business continuity in the case of a disaster. Duplicate systems no longer need to be maintained, freeing redundant capex and opex investment, as agents can simply take calls from the safety of their home, fully integrated in a virtual contact centre environment.

Agent Performance Reporting

HCC provides a full suite of reporting tools so Administrators can monitor agent service levels and call outcomes.

Get in touch and see how we can transform your business

0800 954 5707

Lines are open Mon-Fri 9am-5pm

talktalkbusiness.co.uk

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