

Contact Center as-a-Service



Scope

Migrate to CCaaS to elevate on-prem CX platforms to a more intelligent AI Driven platform, whether migrating from Genesys, Avaya or Cisco on-prem platforms.

Benefits/Outcomes

- Have the ability to define completely unique Inbound and Outbound engagement strategies. Inbound may include IVR, Advanced screen pops, CTI and API integration, Advanced routing (ACD, priority, time-of-day, Language), Queue callbacks, voicemail routing, incoming call whisper, distribution algorithms, skills-based routing, web callback, call recording, real-time/historical reporting, custom reports, agent scripting, post-call surveys.
- Outbound CX engagement strategy includes Targeted Outreach capabilities using multiple automated dialler technologies, AI and CRM integrations. Also Lead-management tools that include campaign, list management databases, real-time DNC list management, web callback, agent scripting disposition timers and redials, time-zone rules dialling, vertical and list-penetration dialling modes, local caller ID and custom feedback reports.
- Leverage distributed, software-based points of presence (POPs) to provide in/out-region calling, Multi-lingual ACD's, and consolidated reporting based on preferred demographic's e.g. Language, Time-zones etc.
- Tenant's have the flexibility to define their own private Trunk groups for inbound and outbound calling strategies based on preferred service providers.
- Our CCAAS support offers ongoing training for all customers to ensure businesses are adopting the latest technology which can be delivered in four ways: online training, training webinars, instructor-led virtual classroom courses, and on-prem custom training.
- CX Configuration/Application management is designed to be business user friendly, where the customer has the Dev-op tools and know how to be able to manage, adapt and configure the platform without needing expensive professional services.
- Taylor made customer engagement tools with agent WFM tools to make customer service a more human experience and improve customer satisfaction. This can be achieved with optimized agent skill matching, automating routine tasks via AI, Natural language processing, Agent guidance tools, CRM's and a wide range of API's supported.
- CCAAS Supported Features inc. Voice/Video, Outbound Dialler, Custom API's, Inbound/Outbound Calling, Digital Channels (Chat, Email, SMS, Facebook and WhatsApp), ACD/IVR, Call Recording, CRM Adapters, Agent Softphone/Hardphone, VPN Connections direct to CCAAS Data Center, Geographic Redundancy, Carrier Redundancy, WFM, Quality Management, Analytics, Transcription services, Customer Success Manager tools, Dedicated Technical Account Managers.

Deliverables

- Initiate Kick-off meeting with customer to understand their collaboration strategy, use cases and expectations of the platforms they are looking to adopt.
- Perform an assessment of the current platforms to identify any existing dependencies so we can uncover any incompatibilities that may hold back the journey to the new recording platform this may include reviewing any CRM applications.
- Configure any on prem endpoints, cloud devices or storage platforms to adopt the new CCAAS solution end to end.
- Provide end to end training with dashboard setup, application maintenance and administration.

Assumptions

- Customer will provide Tesrex consultants with unmetered/unrestricted administrative access to existing voice platforms to verify existing configuration and integrations.
- Document clearly what existing features need to be retained or newly adopted into the CCAAS platform, including any strict regulatory, compliance and governance guidelines.
- Decide on a recording retention policy for both long-term storage and short-term active storage to support lifecycle management policies.
- Plan ahead for decommissioning any legacy analogue and unsupported VoIP telephony equipment.
- Acknowledge 3rd Party CRM applications integrating with the CCAAS platform will need to be thoroughly analysed and checked for compatibility and upgraded if necessary.
- Every involved platform will be configured AS-IS; this means no change in the existing configuration will be made unless agreed to further advance the projects intended requirement.

▶ Arrange a call

If you are interested in our CCaaS solution, please don't hesitate to let us know. Click the button below to give us your contact details and we'll be in touch to arrange a call.

Arrange call

▶ About Tesrex

We're a team of Cisco specialised IT consultants and solution providers based in London. Our goal is to accelerate the adoption of next-generation technologies in the organisations we work with. Everything we do at Tesrex comes down to our ethos; Design. Deliver. Nurture. This core ethos shapes every experience our clients have while working with us.

As a company, our roots first sprouted in San Francisco, USA before we started working in the UK in 2016. Since then, we have built a highly-skilled team with diverse knowledge so we can efficiently solve any challenge a customer presents to us and exceed expectations.

Want to talk? Reach out!

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