[PRODUCT NAME]

INSERT LOGO HERE

[This area can be used to promote your brand. Your logo, the logo of the company with whom you are working, or other image can be inserted, and we advise using a JPEG file with a maximum height of 120px and a maximum width of 90px. If your image is smaller in width, we would recommend aligning your image to the right hand margin].

Datasheet

SOLVING CONTACT CENTRE CHALLENGES

Your contact centres are critical to business success and technology is a key enabler for increasing day-to-day performance. Traditionally, making a decision on the ‘type’ of technology platform to use has proved challenging. Contact centres increasingly need the commercial and operational agility that cloud software delivers but they also need the advanced features, resilience and voice quality associated with traditional on premise solutions.

Our new [PRODUCT NAME] solution will meet
all of your requirements with one solution.
[PRODUCT NAME] blends advanced cloud
contact centre innovation and features with the
resilience and scalability of BT’s core network;
giving you greater operational performance
and peace of mind.

In addition, [PRODUCT NAME] delivers everything
you need to run an Inbound or Outbound Contact
Centre for one competitive price. Unlike our
competitors we don’t charge extra for new
channels, voice recording, phone based support
or reporting. So instead of being complex and
difficult to understand, our pricing is very
simple – one licence, one price.

KEY FEATURES

**Advanced Inbound Features** - sophisticated IVR, skills based routing, script builder, smart queue-buster features, automated call-back, real time wallboards, rapid scalability, screen popping and voice recording.

**Advanced Outbound Features** – advanced predictive and preview dialler that incorporate lead management tools, campaign and script editor capabilities, voice recording, screen pop and agent whisper.

**Simple Multi-channel**– with 30% (and growing) of all customer interactions no longer via telephone, managing multiple channels is critical for contact centres. HCC makes it simple with support for Email, SMS, chat and Social Media\* (small print: social is on roadmap)

**Multi-Device Real Time, Scheduled and Historical Reporting** – standard and customisable reports delivered in real time to wall boards, desktop, mobile or tablet devices.

**Rapid Disaster Recovery at no extra cost** –a live disaster recovery capability that can be accessed by agents from any location with a secure internet connection.

Datasheet

MARKET POSITION

[This is where you can describe your company’s advantage over your competition – what sets you apart from your competitors?
We would recommend that you use the same font size for the Title of this section as you have used for the other sections, this being a font size between 14pt to 24pt.

For consistency, we would suggest using the same font size for the main content in this section, as you have used for the other areas in this
document, we would advise a font size of between 11pt and 14pt.]

The benefits can be shown in a series of bullet points
(tick motif). The number of bullet points will be determined
by their length and also the font size being used. We would suggest a font size for this content between 11pt and

14pt, allowing for approximately 6 bullet points in total].

PEACE OF MIND

[This section can be used to promote your product/service reliability and also your experience and knowledge as a product/ service provider.

Alternatively, you may wish to use this section to hold a promotional image. If text is required, we would recommend that you use the same font size for the Title of this section as you have for the other sections, this being a font size between 14pt to 24pt. For the main content in this section, we would advise using the same font size used for the other sections, between 11pt and 14pt. This information can be represented in a series of bullet points (optional).

If an image is required, we would recommend a JPEG file, with a maximum width of 260px. The height of the image can be based
on the space available after completing the other sections.]

**WHAT CAN YOU EXPECT FROM [PRODUCT NAME]

Trusted Cloud Innovation**

With [PRODUCT NAME] you will have complete peace of mind, knowing that our solution is hosted in the core BT network with 99.999% availability.

**Single Solution**

[PRODUCT NAME] delivers all the features you need to run an Inbound or Outbound Contact Centre under one highly competitive licence price. You’ll receive financial clarity from day one and won’t pay anything extra for communication channels, reports, change requests or service costs.

**Quick Set Up**

[PRODUCT NAME] is implemented in weeks, so you’ll soon realise the value of new features, new channels to market and new commercial terms. With everything running from the cloud you won’t need any new hardware and all features are accessed via a secure, easy to use web portal.

**Virtual Contact Centre**

With greater operational flexibility, your agents can access the same features from any location – head office, home central contact centre, remote working; all you need is a PC, phone and data connection.

**[Company name]: overcoming your contact centre challenges**

We’re committed to meeting and supporting the communications needs of all of our customers, whatever their size. That’s why we’ve been investing in the newest cloud-based technology to make sure you can benefit from the growing hosted communications market.

[Product name] is just the next step towards business innovation.

**Prepare for the future. Today.**

SERVICE & SUPPORT

[This section can be used to promote your service and support levels.
Alternatively, you may wish to use this section to hold a promotional image. If text is required, we would recommend that you use the same font size for the Title of this section as you have for the other sections, this being a font size between 14pt to 24pt. For the main content in this section, we would advise using the same font size used for the other sections, between 11pt and 14pt. This information can be represented in a series of bullet points (optional).

If an image is required, we would recommend a JPEG file, with a maximum width of 260px. The height of the image can be based on the space available after completing the other sections.]

PRICE STRUCTURE

[This section can be used to promote your product/service price offers.

Alternatively, you may wish to use this section to hold a promotional image. If text is required, we would recommend that you use the same font size for the Title of this section as you have for the other sections, this being a font size between 14pt to 24pt. For the main content in this section, we would advise using the same font size used for the other sections, between 11pt and 14pt. This information can be represented in a series of bullet points (optional)].

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on the space available after completing the other sections.]

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