BT WHOLESALE

Wholesale & Ventures

Hosted Contact Centre (HCC)

Benefits for Supervisors and Agents

*Cutting edge cloud technology
to meet your needs for real
time service innovation*

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HCC Benefits for Supervisors

HCC's multi- blended features, combined with cloud agility create a solution which grows with your business. Regular software releases deliver rapid access to the latest features and real time control means you can deliver a first class service experience.

HCC is not just a new technology model – it's a new more agile, more efficient way of working. And the benefits for contact centres have never been clearer.

HCC gives Supervisors direct control of their agents, campaigns and contact centre operations. Supervisors can make any changes they have security permissions for, in real-time, meaning that the system can be updated as rapidly as is required, and the power is in the hands of the experts.

New Campaigns can be created, or existing campaigns changed, in minutes. New processes or voice recordings can be added to IVR flows and agents can be reallocated to busy campaigns. Supervisors have the power to make these changes themselves - no waiting for IT departments or 3rd party providers.

Supervisors manage and track the performance of the Contact Centre through a series of standard real time and historical report templates. Custom reports and dashboards can also be created to improve agent and team performance levels.

Sophisticated business analytics can be used to measure the quality of customer experience and gain real time insights into customer sentiment.

Key Supervisor Administration Modules include:

- **Agent Creation**: Agent profiles and campaign allocations can be created or amended in minutes.

- **Queue Manager**: Supervisors can allocate and move agents between campaigns, change the priorities of individual campaigns or agents in real-time and define queue priorities across certain agent groups or skills.

- **Campaign Manager**: Inbound, Outbound or Multi-Channel Campaigns and IVRs can be created, edited or cloned in minutes

- **Script Editor**: The advanced script builder can be used to create campaign/queue specific scripts

- **Notifications**: Notifications can be set for agents or groups of agents.

- **Wrap Codes**: Can be customised to meet individual campaign and business requirements

- **Lists and Lead Management**: Enables the effective management of customer data for campaigns

- **Call Recordings**: Search and listen to any call seconds after the call is wrapped by the Agent.

- **Dialler Manager**: HCC's three Dialler modes create a customised Dialler strategy for each campaign and can be adapted for agent training

- **Security Settings**: Senior Administrators control the access levels for all Administrators and Agents. Access to different campaigns/queues and campaign data can be locked down for different Administration/User access levels.

Email **clientreception@bt.com** or call
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HCC Benefits for Agents

- As the frontline customer interface in any contact centre, it's important that agents are supported by easy-to-use, reliable technology to make their jobs easier and their time more productive.

- HCC's intuitive user-interface makes agents' lives a breeze. With a single agent toolbar that integrates into other business critical applications, agents have all the necessary functions at their fingertips. Training takes hours not weeks, as the GUI is intuitive. The extensive online Help Centre is available for FAQs whenever required.

- Agents manage all customer interactions from the single agent toolbar. This toolbar sits at the bottom of the agent screen and can be minimised or maximised as needed to enable agents to manage calls or work on other linked applications - all from the same screen.

- The simple, web-based toolbar includes all the required functions including caller details, agent status, wrap codes, manual call recording, conference calls, manual calls, web chat queues, email queues and SMS queues. The toolbar can be customised by System Administrators in real-time to include only the features that are activated for that agent.

- In addition, personal wallboards allow agents to keep up to date with their personal and team performance; templated emails, web chats and wrap codes improve speed of agent response, and scripts guide agents through even the newest campaigns.

- The HCC platform is 100% accessed through the cloud so an agent can be based anywhere in the world, as long as they have access to the internet.

- Log-in is fast, with no application down-loads or new hardware required – just a secure web browser and telephony device. You can also add in new remote agents in minutes to manage unexpected call spikes.

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