**BT Wholesale Logo White.png**

[PRODUCT NAME]  
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 resilience and scalability which is linked to BT’s core network; giving you flexibility 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.

**Card Payments –** Enable’s businesses to handle card payments over the telephone.

**API’s** –enables you or your partners to develop customised integrations with 3rd party applications such as CRM and WFM systems

**Help Centre** –fully integrated Wiki based help centre that provides a fully comprehensive user guide to all features and functionality

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. That’s why we’ve been investing in the newest cloud-based technology to make sure you can benefit from the growing hosted communication market.

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

**Prepare for the future. Today**