

BT Cloud Contact Cisco



A robust, pay as you go, multi media cloud contact centre

BT Cloud Contact Cisco is a modular omni-channel capability that allows you to scale the number of agents quickly, while only paying for what you need on a per agent, per month basis.

As a global platform, it allows customers to deploy the service in virtually any geography with the only requirements being an network connection, browser and a phone.

This service is built to handle large volumes of customer interactions but it's also flexible enough to get you started quickly with a modest number of agents. For example our entry level option:

- 50 agents entry level
- deployment in eight weeks
- Exony control module and reporting
- a rate of just £80 per agent per month
- BT Optimise Contact call recording included.

Clear advantages for you

Reduce costs and minimise risk

Connecting to our global MPLS network gives you access to our flexible cloud services, which let you scale-up your capacity when you need it. This means you don't have to pay for costly resources you only use rarely, and can launch in new markets fast without the risk involved in heavy investment.

And because agents can work from anywhere on our virtual desktop, overheads stay down too. And, if you're already connected, you can use our cloud contact centre with no additional access costs.

Omni-channel for customer convenience

BT Cloud Contact Cisco channels include:

- e-mail
- SMS
- Social media management
- Web call back
- Web collaboration
- Web chat
- Video
- Voice.

Omni-channel contact allows customers to contact you any time, however they choose. BT Cloud Contact Cisco provides this service, and you only have to pay for the extra channels you use and the number of the agents assigned to them.

Intelligent call handling

Our service includes Cisco contact centre technology, which automatically routes calls based on the identity of the client, putting them in touch with the agent best placed to respond to their query.



Stability and continuity

Our highly resilient network provides you with business continuity. It's stable, secure and trusted by international businesses and government organisations. And, it's flexible so you can change capacity quickly to cope with the unexpected — plus the redundancy offered by BT's data centres keeps your business running, should disaster strike.

Stay up-to-date

We keep you up to date with Cisco's innovations, pre-tested and pre-integrated, so you can be sure your world-class contact centre technology is always stable and up to the minute. And you can try out and then scale-up to new customer channels without capital expenditure.

Round the clock support

Your service is staffed 24/7 for 365 days a year so whichever location is live — at any time — we are managing it for you.

Flexible integration

Our service integrates fully with your existing CRM systems, allowing you to move to our cloud service at your own pace.

Centralised management and reporting

The unified agent desktop gives you a full overview, while reporting functions enable you to keep track of your contact centres from one place with a single, intuitive interface.

Flexible agent pricing options

The service and pricing is modular, with options for different licensing and for the addition of other customer contact channels. Essentially, you decide which agents require which channel, allowing you to always pay for what you need.

Unified communications – a primary focus for today's front office

BT Cloud Contact Cisco enables your agents to manage multiple channels through a single, easy-to-use multimedia interface — helping you create a customer-focused organisation.



Offices worldwide

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Businesses have traditionally divided their communications between a front office, CRM environment and their back office experts. BT Cloud Contact Cisco removes this division and helps collaboration across your organisation, empowering your people to share ideas and respond to customers more quickly.

You can network your back-office experts into the front office environment, which means that customer with complex requirements, are directed to the people best suited to deal with them — regardless of where they are.

Integration to deliver excellent customer service

You can integrate BT Cloud Contact Cisco with our other services including:

- Automated self-service
- Contact recording
- CRM software
- Global inbound services
- Personalised video
- Professional services
- Secure credit card payment
- Work Force Management (WFM)
- Work Force Optimisation (WFO).

Buying from BT and Cisco

We've partnered with Cisco to bring you a highly reliable and highly featured contact centre.

For more than twenty years, BT and Cisco's strategic partnership has developed a strong track record of providing innovative products and services for customers globally — helping you deliver excellent customer service through contact centre solutions.

BT is one of only three Cisco Service Provider Alliance partners, and one of only four Global Certified Partners.

Find out more

Please speak to your BT account manager about BT Cloud Contact Cisco. They will be able to engage one of our specialists to answer any detailed questions you have.

Alternatively contact us at bt.com.

http://www.globalservices.bt.com/uk/en/products/cloud_contact_cisco