

# Managed CONTACT CENTRE

solutions designed to suit  
YOUR BUSINESS



The Managed Contact Centre offer from JT combines our Managed Service expertise, and Network and Telecommunications capabilities with Avaya's Aura UC technology to deliver a comprehensive Contact Centre solution.

JT can deliver and manage a complete multi-media Contact Centre capability for your business. Avaya's Aura® Platform is Avaya's core communications platform delivering company-wide, people-centric collaboration and supporting full unified communications and contact centre solutions for midsize to large enterprises. Using a SIP architecture, Avaya Aura Platform simplifies complex communications networks, reduces infrastructure costs, and quickly delivers voice, video, messaging, presence, and Web applications to users in every location.

## AVAYA BREEZE

### Application collaboration platform

For more complex business requirements Avaya Breeze allows customers to add new capabilities to their Avaya Aura® solutions. It is a single integrated platform that extends across multiple devices or systems, enabling enterprises and developers to build and deploy collaboration and customer engagement applications.

## FLEXIBLE NUMBERING SOLUTIONS

### Take control of your Inbound Numbers

Our service provides your business with online access to a full range of call routing, monitoring and management tools that put you in control and help improve customer service.

- Choose geo (01/02) and non-geo (08/03) numbers as appropriate for your business
- Improve customer service by better managing callers during busy hours, or when your office is closed

Use the web portal to manage your inbound routing in real-time via a 24/7\*365 portal so you can make changes as and when you need them.



## CONTACT CENTRE FUNCTIONS

### Remove the complexity and focus on your business

Our solutions are based on Avaya's proven and sophisticated Avaya Aura Contact Centre solutions. We provide a complete managed service where we handle the routine tasks needed to keep the systems operational, and up to date, leaving you free to focus on managing the contact centre itself. It provides:

- Skills based routing to match callers to agent capabilities
- Multi-media support for voice, chat, email and SMS message handling
- Call Blending between media types and between Inbound and Outbound calling agent and supervisor interfaces
- Real time and historical reporting tools
- Workforce Optimisation & Management is integrated into the solution eliminating the need for costly 3rd party integration
- Call recording and screen recording
- On-Premise or hosted solutions



- SIP connectivity to reduce costs
- Integration to CRM clients
- A choice of Fault-Resilient and High Availability configurations to match your budget
- Multichannel, fully blended support for voice, email, IM, Web Chat, Fax, SMS, and social media contact types.

## OUTBOUND FUNCTIONS

### Automate your outbound activity

Effectively delivering results for your business the Contact Centre comes with automated outbound dialling capability built in to allow Preview and Progressive dialling to be made. Where you need higher volume and more sophisticated dialling we can offer a complete predictive outbound dialler solution. The benefits of this include:

- Targeting your campaigns with precision dialling
- Measuring the business benefits as well as the operational performance
- Keeping your promises to call back
- Fulfilling your 'call me 'and web form requests
- Making the right contact in the right way at the right time with telephone calls, text messages and email
- Optimising agent performance with task blending

### Did you know...

A study by US-based customer intelligence consulting firm Walker said that by 2020 customer experience will overtake price and product as the key brand differentiator.

### To find out more contact us at:

T UK/Int: +44 20 7920 2000  
E sales.jtge@jtglobal.com  
W www.jtglobalenterprise.co.uk

