

BT Onsite Contact Cisco

Serve your customers more personally, productively and profitably.



Today, your contact centre is key to both your brand and bottom line. Internally, it must be cost efficient, flexible and productive. Externally, it must communicate, engage and respond.

For your customer, and for you, time waiting is time wasted. And worse – your customer has a very social way of telling the world. So the bespoke service, response and resolutions you offer – what your customer expects from you – matter more than ever.

BT Onsite Contact Cisco is designed to bring a world-class contact centre to your fingertips. It gives you the power to shape your customer relationship management (CRM) in line with changing strategy, fluctuating demand and the vagaries of the market, allowing you to deliver service which will ensure loyal customers and reduced operating costs.

Harness the power of two world-class organisations to unify voice, video and data and help your advisors support multiple interactions simultaneously with BT and Cisco. Together with our skills-based IP routing and interactive voice response (IVR) systems you can supply your customers with the best possible service from unified contact centre sites. We can also help you bridge the gap between time-division multiplexing (TDM) and Internet protocol (IP) infrastructures by integrating collaboration applications over both technology platforms.

Our solution is based around Cisco Unified Contact Centre Express (UCCX) and Packaged Contact Centre Enterprise (PCCE).

UCCX offers a resilient high availability contact environment able to accommodate up to 400 concurrent agents. Amongst its powerful capabilities are the ability to support remote agents, and enable video experts. The solution is deployed on-site or in your data centre, and is wholly owned by you – delivering an excellent return on investment over the lifetime of the product.

For larger environments, PCCE offers a comprehensive contact centre environment for up to 1,000 concurrent agents. PCCE is a virtualised solution that includes Cisco Unified Contact Centre Enterprise for multichannel contact management, Cisco Unified Customer Voice Portal for an intelligent and personalised self-service, Cisco Unified Intelligence Centre for reporting and Cisco Finesse desktop software for a user enhanced desktop experience. The management and deployment features of PCCE will reduce and simplify your operational costs, time and footprint.

We have delivered over 4,000 contact centres globally giving us extensive reach, support experience and an efficient, fully managed service to ease your migration onto the new solution. Onsite Contact Cisco is supported by BT's world-class management service, and reinforced by the expertise and global availability of Cisco trained engineers.

Features

Class-leading technology ready to make contact.

Cisco Unified Contact Centres provide multi-channel communications with a single queue for managing your communications channels. Having a single queue makes it easy to coordinate an agent's ability to work on multiple tasks from various channels while allowing the agent to be interrupted with high-priority tasks as required – making your agents more productive.

Promote your brand with customised welcome and in-queue messaging before immersing customers into a world of intelligent self service capabilities that can dramatically improve customer satisfaction and reduce business costs. For more complex enquires, customer information and digits entered are used to route contacts to a knowledgeable, skilled agent. A screen pop at the start of the call provide agents with all relevant contextual customer information based on CRM, thus improving customer service, agent productivity and first contact resolution.

Cisco Unified Presence integrates with Cisco Unified Contact Centres allowing real-time agent, colleagues, supervisor and subject-matter experts to collaborate across your organisation. Supervisors can view and update agent status and provide unobtrusive coaching for customer resolution management, agents on cross-sell and up-sell opportunities. Additionally Contact centre managers can use the Mobile Skill Manager and Mobile Supervisor tools to remotely view contact centre reports and update agent skills profiles.

Our solution can be extended to proactively manage agent quality, provide compliance based call recording, and add digital media signage through BT's added partnerships, and provide enhanced outbound dialling, web call-back, and social media capabilities.

Core features and key applications at a glance

Our Authorised Technology Partner (ATP) status with Cisco enables us to offer our joint customers many organisation-enhancing products. For larger environments, BT Cisco Contact Centre Enterprise (CCE) and Packaged CCE are available as an on-premise solution, as well as our Cisco Cloud Contact, for hosted customers.

Limitless agents

Easily and cost-efficiently enable temporary advisors, who can be brought online during seasonal high call volume through Mobile Agent, and the additional capability of a browser based agent desktop.

Sophisticated call routing and contact management

Enhanced skills based routing capabilities ensure better matches between your advisors and customers.



This capability allows multiple contact centres, including those across several locations, to be consolidated into a single architecture. Regardless of the route your caller takes each customer's interaction is optimised and any data collected by the IVR is retained, eliminating the need for the customer to restate information.

IVR call management

Interactive self-service capabilities for your customers reduces advisor load, and subsequent operating costs. Increase customer satisfaction with access to 24/7 interactive voice response, optional speech recognition and text-to-speech capabilities, to allow customers to obtain personalised answers to their questions and conduct business in innovative ways without the costs of interacting with a live agent.

Supervisors with the power to respond

The Supervisor Desktop is a powerful management tool which enables you to manage advisor status and activity, and silently monitor calls to help control advisor workload and improve your quality of service. Your supervisors can also silently text-chat with individual agents and teams, join calls in progress, and unobtrusively push webpages to a dedicated tab on the agents desktop, in addition to these features call records then be reviewed used for agents and supervisor training and development.

Advisor desktop

Advisor desktop saves time and prevents your customers from needlessly repeating information by providing advisors with immediate access to caller data on their desktops through screen pop-ups. Collaboration tools such as chat and transfer of caller data help keep responses accurate.

Video Agent

UCCX now supports the ability for in-store customers to use a video endpoint to contact video experts – teams located across your organisation who can provide them with detailed information, advice or services. The call can be queued and managed as if it were a voice call. This has excellent applications in Local Government, Financial Services, Healthcare and Retail customers amongst others.

Reporting

Cisco Unified Contact Centres provide the real-time and historical data necessary for mission-critical contact centre reporting across all media types. Contact Centre Managers always have access to the information they need to make decisions regarding staffing levels and contact handling procedures.

Flexible Working

The demand for flexible working continues to rise, Cisco Unified Contact Centres allow you to provide an identical user interfaces and feature functions to all agents regardless of location. An additional benefit of this capability is allowing agents to be on any phone device through either a broadband network connection or their home telephone line. These features and the flexibility they provide will promote employee job satisfaction and help you retain talent and experienced staff.

What organisations will benefit from BT Onsite Contact Cisco?

UCCX is suited to:

- Organisations wanting an onsite solution, and less than 400 agents
- Those looking at Cisco telephony solutions
- Predominantly single site contact centres, looking for remote agent capability.

PCCE is suited to:

- Medium to large organisations wanting an onsite solution
- An all in one solution
- With less than 1000 agents
- With support for remote workers
- With support for intelligent self service platforms.

Benefits

Capitalise on your employees' communication skills.

Through our market-leading partnership with Cisco, BT can help you to:

- Deliver improved customer service by enhancing your responsiveness and streamlining customer interactions
- Boost productivity by integrating video, voice, chat, email and collaboration to form a cohesive, agile contact centre
- Centralise your multi-site and remote working contact centre operations into one consolidated contact centre to maximise organisational efficiency
- Realise savings by optimising your workforce, enabling you to reduce staff numbers without sacrificing productivity
- Maximise your return on investment by ensuring the most highly skilled advisors deal with your highest value customers
- Produce more effective and cost-efficient telemarketing campaigns with advanced outbound calling tools.
- Introduce blended queuing to ensure quiet periods are transformed into outbound calls and email work periods
- Lower your carbon footprint and reduce premises costs by encouraging remote and flexible working; employees can work from any phone in any location
- Increase customer satisfaction, loyalty and retention by providing a personalised service with a high first call resolution rate
- Reduce costs significantly through automation of basic data collection, security questions and screen popping of relevant information
- Transform branch advisors into expert video agents.

Full support

BT and Cisco will support you all the way, from presales design to integration and post sales training and support.

Don't forget that we can deliver to all types and sizes of organisations. We can offer pre-packaged solutions for midmarket contact centres with lots of discounts available. Our partnership with Cisco means we can provide business solutions to any contact centre whether it has five or 5,000 agents.

Why BT and Cisco?

Together, BT and Cisco provide highly reliable and cost-effective IP solutions that keep pace with changes in your business and technology. By investing in BT and Cisco's combined expertise, you can see the increased efficiency and cost savings our complementary skills and united global reach can bring your organisation. Together, we can help you drive down costs and enhance the way you do business.

BT is the largest Cisco channel partner in Europe. Our relationship with Cisco began in the 1990s and we now enjoy a Gold Partner relationship across 16 countries throughout Europe, the Middle East, Africa and the US.

Our mutual understanding of the complex challenges faced by contact centres enables us to provide you with a reliable and cost-effective IP-based contact centre to meet your evolving needs. We have recently achieved further worldwide recognition with the following awards:

- Cisco Architectural Excellence Collaboration Partner of the Year 2012 EMEA
- Cisco Collaboration Partner of the Year 2011, UK & Ireland.

About BT

BT delivers a combination of communications and IT services to over 10,000 organisations and governments worldwide. Our customers include over 25 per cent of the Fortune 500, and we employ 35,000 people around the world – approximately two-thirds of them outside the UK, covering over 170 countries with 60 data centres worldwide. We also operate Europe's largest multimedia contact centre – handling 219 million calls a year – as well as running one of the UK's busiest telephone numbers – National Rail Enquiries – handling more than 50 million calls a year. In addition, we were the first organisation to supply the ability to route calls in contact centres according to customer data.

About Cisco

Cisco continues to serve more and more customers – 100,000+ Cisco Collaboration customers worldwide with 400+ customers deploying more than 5,000 IP phones, including 50+ customers deploying more than 25,000 IP phones. More than 85 per cent of the Fortune 500® is using Cisco Collaboration Solutions. Cisco continues to ship more true IP endpoints: 26 M+ Cisco Unified IP phones; 17m+ Cisco Unity seats (Messaging); 1.8m+ Cisco Unified Contact Centre agents.



Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to the respective British Telecommunications plc standard conditions of contract. Nothing in this publication forms any part of any contract.

© BT Communications Ireland Ltd

Registered office: Grand Canal Plaza, Upper Grand Canal Street, Dublin 4
Phone +353 (0)1 4325000 Freephone 1800 924 924
Registered in Ireland No. 141524

Find out more about BT Ireland

 www.btireland.com

 Freephone 1800 924 929

 business@btireland.com