

# C NTACT

for iPECS

COMPANY LOGO

# The value of effective communication

---

## Effective Communication

It is more important than ever to communicate effectively with your customers. This includes listening to their feedback, being genuine, providing reassurance and having all of their information ready to hand.

Effective communication also involves giving your customers the choice to communicate with you when and how they want.

By making it easier for your customers to communicate with you on their terms for any sales, billing or customer services queries you are more likely to acquire and retain customers and ultimately ensure the success of your business.

## The Changing Work Environment

The workplace is evolving and changing at a fast pace.

Many organisations have embraced the opportunity of remote and flexible working which are often focused on the needs of the business. It can be easy to overlook the impact these changes have on employees and customers.

Whether you have employees working from home, the office or both, one thing is constant, we are all experiencing significant change.

It is vital that you provide the appropriate technology to enable your employees to manage and cope with this change and remain a productive member of the team.

## Giving Customers Choice

CONTACT provides your customers with a range of options to communicate with you. These include phone, email, webchat, SMS, Video, WhatsApp, and Teams among others.

All of these communication channels are managed centrally within CONTACT, allowing you to provide choice based on customer preferences and respond accordingly to ensure effective customer communication is always maintained.

CONTACT provides you with one solution with infinite possibilities.

## Return on Investment

Whether you are focused on reducing customer churn, increasing new customer acquisitions, brand image or customer satisfaction ratings, our cost-effective solution is designed with your business in mind.

It will help you to optimise individual performance to get the best from your people, whilst at the same time monitoring customer satisfaction levels.

To maximise your return on investment, the modular design of CONTACT provides a range of options to suit your budget.



# What is CONTACT for iPECS

---

Our solution allows you to select the right tool for each team member to maximise efficiency and provide an exceptional customer experience.

CONTACT connects all phone, email, SMS, chat and social media communication within one cloud-based solution to enhance and personalise the customer experience.

All of your contact centre users, mobile users and back office users are combined within the same application and the modular design allows you to choose the right licence for each of your users focussing your investment where it is most needed.



# What is CONTACT for iPECS

## Voice Communication

We provide intelligent inbound and outbound voice functionality that allows you to handle sales and support calls more effectively which can be enhanced with intelligent IVRs, Voice Recognition, Automated & Robotic Outbound Dialling, Skills Based Call Routing and much more.

## Email Communication

Our solution allows you to use your existing email platform far more effectively. With word spotting technology you can route incoming emails to the right person who is best able to answer the query. Using our email templates, you can create bespoke emails for every eventuality.

## Web Chat

Enhance customer communication by adding our web chat facility to your existing website matched to your style. Additional tools include automated Chat Bots, Video Chat and allow click to call functionality within the Web Chat.

## SMS Chat

Our unique 2-way SMS chat software allows you to engage with customers directly in a chat session using standard SMS technology. Bulk SMS capabilities can be provided as well as SMS labelling allowing the name of your company to be presented rather than a mobile number.

## Social Media

Combining the most common social media communication platforms, such as Facebook Messenger and WhatsApp allows your customers to communicate with you through tool that they most prefer.

## API Integration

Connect your existing applications to CONTACT simply and easily. Combine the information on the CONTACT platform with other vital business applications within your company.



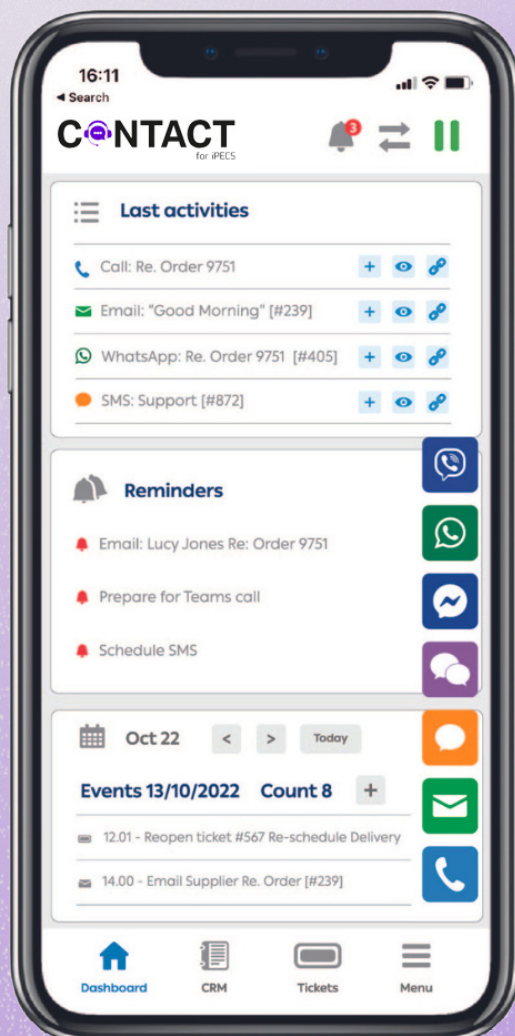
### Flexible Use

Whether your users are front office contact users, back office traditional telephony users or mobile users in the field they can be part of the system, irrespective of their location - if they can access the internet, they can be connected to iPECS and CONTACT.



### Customer Transaction History

The most powerful attribute of CONTACT is not that it can do all of the above, it is that all of the above different communication media are all managed through the same management portal. Tracking and reporting on all customer transactions in this way, no matter what channel is chosen, allows you to better manage your customer relationships.



# Improve employee performance



## Effective Performance

Wherever your staff work they need to remain productive. This performance is best achieved through effective management. The CONTACT platform provides an effective management portal allowing you get the best from your staff without impacting their mental health.

Our solution provides a range of historical and Real-time information which allows managers to monitor performance. Combining this with our powerful compliance and quality management tools allows you to manage the relationship between employees and customers quickly and easily.



## Agent performance tools

The CONTACT platform provides several ways to effectively manage the employee experience. Here are just some of the examples:

- Online coaching within a live call by online messaging and audio prompting from managers
- Recording and tracking of all activities on the system across all channels
- Providing access to a full customer history whilst speaking to a customer
- Capturing customer feedback at key points
- Quality management software tracks performance in line with KPIs

# How it works

## Simple to Use

Use a physical phone, or iPECS ONE installed on a user's device. The user simply logs into the CONTACT system using their personal secure password. Once connected they can access all of the functions, facilities and information they have been set-up to view, and start engaging with customers.

## Flexible

All users access the service via a unique username and password and can use this to hot desk if required, work mobile or from home. They can also view all their own statistics in comparison to others to help drive self-performance improvements. All data can be displayed on wallboards if required.

## Secure, Web-based

Managers can access all activities via a secure web portal. Everything is password protected and connects to our secure global cloud-based service which also provides access to free help and support to assist in interpreting the activity displayed.

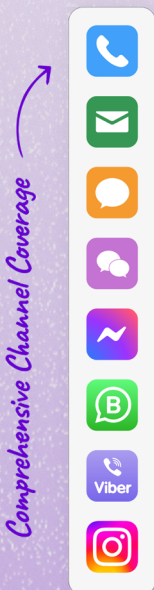
## All Inclusive

Our technology allows you to implement one cloud-based solution to support all of your different users. We can provide everything from basic telephony through to a complex omni-channel contact centre.

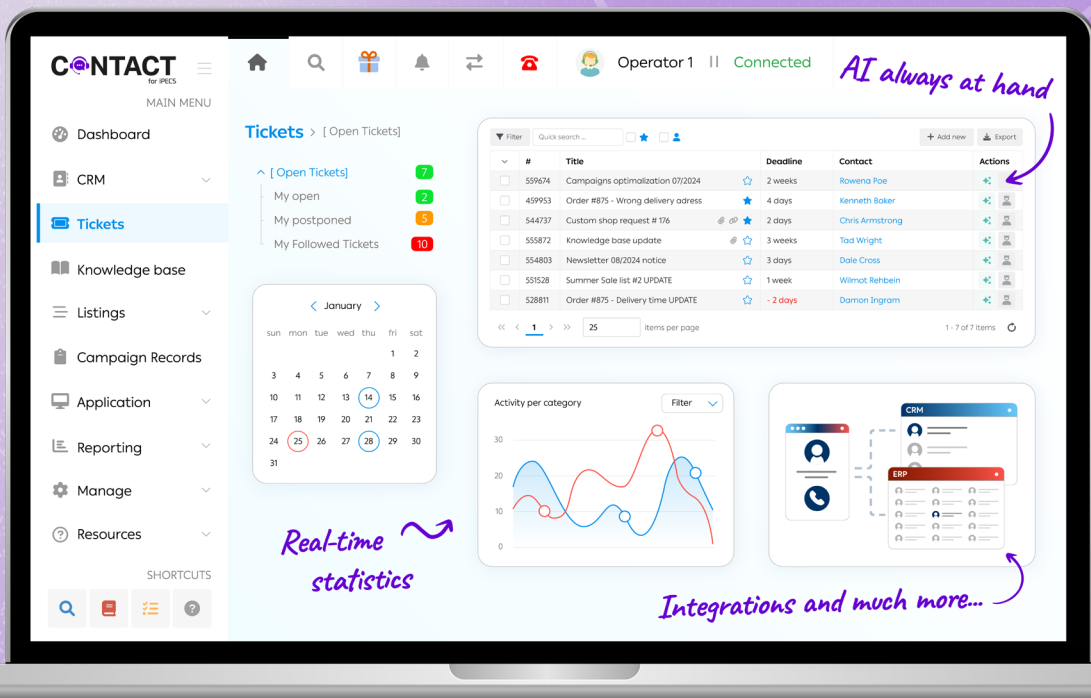
## Reporting

All individual data is combined to allow you to run reports comparing performance levels by individuals, different teams, departments, and locations to help identify any issues within your business. The data helps to identify trends and provides clear visibility of performance against service levels.

*Everything in one place*



*Comprehensive Channel Coverage*



# Customers using CONTACT for iPECS



Pets change lives  
We change theirs

## Blue Cross

600 users within Blue Cross including all Contact Centres and back-office phone users. They migrated from an on-premises contact centre to our cloud-based system over six months.

## Focal Agent

This customer uses the latest SMS smart chat technology and combines this with traditional voice and email functions to manage communication with customers who are often mobile.

**FOCAL.AGENT**



## Supper London

This expanding luxury food delivery company uses our powerful inbound contact centre technology to underpin their business growth and provide all their customers and restaurants with an effective way of communicating issues.

## Bridgetech Technologies

Utilising our powerful Omni Channel Contact Centre technology Bridgetech Group is able to automate many of the simple customer requests and focus on passing calls through to live operators as required, thus reducing costs.



# Simple Integration

---

Almost all CONTACT implementations require us to connect to and work with existing systems. Whether these are standard applications such as Microsoft Dynamics, Teams or Salesforce, or are bespoke, customer specific applications our, open API approach to integration allows us work with them.

The range of systems we can work with varies from Customer Relationship Management (CRM solutions, Workforce Optimisation software, PCI-DSS payment software, Quality Management solutions or e-commerce applications.

CONTACT complements and enhances the investment that has been made in these applications to ensure that you always get the best return on your investment.



# Why choose CONTACT for iPECS?

Choosing the right company to provide your communication solution is often the most important consideration. We pride ourselves on understanding our customers business and developing a solution that fits each customers unique requirements.

In our experience customers choose their solution and the business to provide it based on four distinct elements:

## Cost

CONTACT pricing is tailored to your requirements to ensure you only ever pay for what you need. This ensures get the best solution with the best support at the best price.

## Functionality

CONTACT provides you with a solution that is tailored to your current and future requirements. The modular design allows you to give each person the tools they need to excel in their role. Features can be added throughout the contract life as your business evolves.

## Support

We bring a traditional approach to customer support but it begins with our belief that a successful implementation requires us to understand your business and for you to understand how our solution is going to work for you. If we provide a successful implementation, supporting you will be as tailored to your needs as the original configuration.

**COMPANY LOGO**

{Partner phone}

{Partner email}

{Partner website}

