



IWATSUTM
VOICE NETWORKS

Enhanced Voice Applications Virtual Contact Centre

A hosted suite of solutions that enable small & medium size organizations to address growing or variable inbound call volumes and provide on-demand system redundancy in case of business disruptions.

Powerful, Professional Call Management

Few organizations can afford systems and personnel that sit idle for a good portion of each day. Conversely, if customers can not contact your organization due to a lack of system capacity or a catastrophe, your business will suffer.

Virtual Contact Centre *increases the efficiency of handling inbound calls, matches capacity to volume and provides business continuity redundancy* without investing in hardware, software and facilities or creating the need for additional human resources.

Increase utilization & efficiency of call centre employees and resources:

- improve call routing based on agent skills, time of day, employee availability, caller origin and other priorities,
- decentralize operations through the use of remote agents.

Address unpredictable call volumes without having to over-invest in infrastructure or lose revenue opportunities due to inadequate capacity:

- no equipment costs, no maintenance expenses, no license fees and virtually unlimited capacity on demand - *pay for what you use.*

Business continuity in case of business disruption:

- maintain the ability for employees and customers to contact your business during outages or disasters.

Unparalleled Flexibility

Virtual Contact Centre is an ideal solution for any business or organization that needs to:

- maintain full contact centre capability in the event of a system interruption such as a natural disaster,
- create the appearance of a fully staffed centralized contact centre without investing in systems and premises (remote agent model),
- extend the life of existing on-premise equipment,
- add additional capacity on a pay-for-use basis,
- integrate multiple locations across numerous time zones into a seamless customer contact framework,
- replace capital expenditures (CAPEX) on phone systems with operating expenses (OPEX),
- increase customer satisfaction.

Features

- Complete scalability
- Call queuing with smart, skill-based routing with intelligent decision trees
- Multiple queue capability with ad hoc routing capabilities
- Dynamic, real time call routing and call allocation management
- Near real time web reports detailing call statistics and agent performance
- Call recording functionality with near real time review, listen and download
- Carrier class redundancy
- Release Line Trunking (RLT) capability
- No need for an additional CAPEX investment in hardware or software
- Extend call centre functionality to remote agents and across multiple locations & time zones, improving customer service through extended operating times
- Manage call centre growth without upgrading equipment

Hosted Model Benefits vs Owned

Category	Owned	Hosted
Capital Expenditure	Yes	Never
Equipment Maintenance	Yes	Never
Equipment Depreciation	Yes	Never
Communication Bandwidth	Dedicated	Usage only
Premise Independent	No	Yes
Free Upgrades	No	Yes
Continuous Feature Development	No	Yes
Virtually Unlimited Capacity	No	Yes
Business Continuity	No	Yes
Full Management & Control	No	Yes



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