

HOSTED CALL CENTRE

Product guide



01 | When it comes to delivering excellent customer service, this is your answer

If your business is serious about customer service, the Contineo Call Centre solution gives you a highly flexible, feature-rich, fully integrated cloud-based contact centre system that:



Is quick and simple to deploy



Is incredibly easy to use



Delivers results

Ranging from simple hunting and queuing for individuals and work groups, to sophisticated call distribution and routing, conditional announcements, agent availability states, interactive voice response, as well as monitoring and reporting, Contineo works hard to make your call management easier.

02 | How our system makes call centre life, easier

The Contineo Call Centre is designed to provide advanced routing and call management options to support a formal call centre environment to any business delivering telephonic customer service.

We make managing a call centre easier in the following ways:

■ A cloud-based call centre

Because the platform is hosted, inbound calls can efficiently reach a broader set of agents, including:

- those at different branch locations,
- home-based workers, and
- agents working from temporary locations.

■ Costs less to own

The Contineo OPEX model ensures customers can operate a feature-rich call centre, without the up-front expenditure on hardware, software, and platform integration.

■ Service on-demand

The flexibility of the platform allows a call centre to be deployed instantly to meet the demands of any business. Agents can be assigned to one or multiple call centres to make efficient use of your staffing resources.

■ Carrier-class availability

A cloud-based solution offers greater resilience than a premises-based platform.

If a physical site is unreachable due to either power or transmission issues, inbound calls can be automatically re-routed to alternate locations to ensure your business never misses a call.

03 | Three parts. One system. No two ways about it

There are three key components that make the Contineo Call Centre solution your first choice.

1 CALL CENTER IN THE CLOUD

Centrally manage your call centre policies and resources from a web browser without the need for hardware or third-party suppliers.

2 WALL BOARD FEATURE

Provides live dashboard reporting to monitor queue and agent statistics in real time.

3 CALL CENTRE REPORTING

Allows you to make informed decisions about the performance of your call centre and staff to effectively manage your customer service deliverables.

These three components combine to give you the simplest, most effective way to manage your call centre, no matter its size or capacity demands.

05 | Make customer service your focus. We'll deal with the details

Key features associated with the Contineo-hosted Call Centre solution include:

Automatic Call Distribution (ACD)

Intelligent call distribution selects an available agent using a combination of the agent's line state, availability setting, and skill level, or a line state, availability setting, and a call distribution algorithm combination (that configures from among: direct agent hunt, most idle hunt, simultaneous ringing, weighted distribution).

Queuing

Calls are queued when all the agents are busy, with appropriate entrance announcement, music, or video-on-hold, and periodic comfort messages played to the caller while they wait.

Queued call prioritisation

Calls in queue can be prioritised based on their time in the queue and the dialled number status (DNIS).

Customised A/V greetings and announcements

When they reach a call centre, while they are waiting in a queue, or when they are rerouted to alternate locations, callers receive custom greetings and announcements based on the dialled number (DNIS).

Dashboard

Monitors agents and call queues in real-time, and also tracks current state and current performance of agents and queues. The dashboard can be accessed remotely via web link.

Time and schedule-based routing

Inbound calls are routed to alternate destinations during non-business hours and holidays.

Inbound interactive voice response

Callers can use an Automated Attendant to get routed to the most appropriate set of agents, with different routing options for business hours and non-business hours.

Outbound calling

Outbound calls from agents can be associated with a call centre, to support outbound dialling campaigns.

Conditional routing

Calls are rerouted based on various conditions, such as bounced and stranded calls, calls that have waited too long, and calls that reach a call centre behind an excessive number of queued calls.

Temporary forced routing

Calls can be automatically rerouted to alternate locations due to a temporary condition in the call centre.

Customised whisper announcements

Customised whisper announcements Agents answering ACD calls can hear a custom whisper announcement before being connected to the caller. This briefs the agent, enabling them to answer calls appropriately within a multi-call centre environment.

Reporting

Real-time and historical reports track pre-set key performance indicators (KPIs). Users have capability to schedule reports.

To further enhance your call centre, Contineo offers these great complementary services:

✓ AUTOMATED ATTENDANT

Callers can use an automated attendant to get routed to the most appropriate set of agents, with different routing options for business hours and non-business hours.

✓ CRM CONNECTOR

Use our CTI connector to integrate popular CRM solutions with your call centre offering.

✓ CALL RECORDING

Ensure that your business is compliant with regulatory requirements and manage your customer experience with agent review and quality control capabilities.