Teleware

TELEWARE COMMUNICATION MANAGER

Product Factsheet

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Find out how Teleware Communication Manager can help your business increase first call resolution and improve customer experience.

Teleware communication manager is a business configured and controlled cloud communications solution, providing a simple and flexible tool to manage communications activity.

In today's demanding markets the need to provide a 'best in class' customer experience is vital if a business is to flourish. Businesses know that there is a correlation between the quality of their customer communications and profitability.

As businesses focus on improving the customer experience, they must also adapt to modern working models. With the rise of flexible working trends, businesses need a way to maintain visibility of all communication activity both in and out of their organisation and manage these in real time across all employees, departments, teams and locations.

Teleware Communication Manager allows businesses to deploy their chosen working model and efficiently manage their customer interactions so that they can provide customers with the communication experiences they demand.

Teleware Communication Manager is a business configured and controlled cloud based communications solution. The solution provides organisations with routing and managements tools, including visibility of all inbound and outbound communications.

The solution allows businesses to manage all their communications activity from one central place, giving businesses the ability to react in real time to situations and make immediate changes to their contact strategy based on real time or historic data.

The benefits of Teleware Communication Manager can apply to most businesses, across a variety of sectors. Examples include:

• Small to medium businesses that need a holistic view of all their inbound and outbound communications.

• Small teams within an organisation that communicate directly with customers using multiple channels, for example IT helpdesks, local government skilled departments.

• Businesses with multiple departments/sites or with agile working methods that require a flexible, internally controlled solution at a manageable cost.

• Companies requiring pop-up/ temporary contact centres.

FEATURES & BENEFITS

REAL TIME MANAGEMENT OF COMMUNICATIONS
Dynamic management of customer facing staff to ensure that calls are answered quickly, from anywhere within the business.
Increase first call resolution to improve customer experience.

- Ensures customer satisfaction levels can be maintained during busier periods.

- Helps to ensure that call management SLA's can be achieved.

REAL TIME STATISTICS DASHBOARD
Dashboards are configured by the business to display the information needed rather than static information.

- Informs the business of real time performance levels.

- Helps to improve team and agent productivity. SLA and staff alerts allow the business to respond to issues swiftly.

OFF THE SHELF FLEXIBLE PRODUCT
- A range packages are available to suit business requirements.

- A simple offering packaged to provide a full communications management solution - no add-ons are required.

- Businesses can tailor the product to meet their requirements.

- No managed service costs to make any changes.

- An intuitive interface so users can configure the view which is most suitable for them.

TELEPHONE SYSTEM AGNOSTIC
The solution can be deployed on any existing telephony system and across mixed estates.

- Removes the need to invest in new telephony system.

- No requirement to train up on new hardware.

FAST TO DEPLOY, INSTANTLY SCALABLE CLOUD SOLUTION
- Simple pricing model and flexible contracting.

- Ability to react rapidly to changing business needs, including scaling up/down when required.

- Fast and easy to install.

- No onsite software updates or maintenance.

CONFIGURED AND MANAGED IN-HOUSE
Administrators are able to configure and manage the solution in-house, empowering a business to configure the solution to suit their requirements.

- Businesses are able to react quickly to real-time situations.

- Teams can be configured and populated in real time as required.

MOBILE/DEVICE OPTIMISED
- Users are able to log into the interface from any location or device, enabling mobile working and unifying business communications.

- The solution can be used anywhere, creating a truly mobile solution that is responsive for all devices.

- Business decisions can be made on the move using a laptop, tablet or mobile.

- Supports mobile working as staff are managed and configured from one central place.

AGENT ASSIST
Real time assistance alert for agents to get the help they need from a supervisor.

- Improves customer experience.

- Provides 'on the job' training and learning for agents.

FEATURES & BENEFITS CONTINUED

AGENT DESKTOP

- Allows agent to select which device they will be using, e.g. mobile, home or soft telephone.

- Allows agents to change their 'Readiness' status for inbound calls.

- Allows agents to make outbound calls using a built-in dialler and integrated phonebook.

- Creates awareness of activity, helping to maximise agent time.

- Call Line Identity (CLI) is presented for caller identification.

- Enables mobile/home working with the full visibility of a virtual call centre.

## CONFIGURABLE AND FLEXIBLE SUPERVISOR DESKTOP

- Supervisors are able to configure their dashboards with customisable data views.

- Supervisors have the data they need in real time, ensuring that agents are being fully utilised and assigned to the most valuable activities.

- Staff motivation – seeing their performance within teams and across teams drives motivation.

- Ability to display activity information on a wall board.

INTERACTIVE VOICE RESPONSE (IVR)

- Teleware's easy to use IVR is included as part of the solution.

- Calls are queued in the cloud ensuring that onsite equipment is not slowed down.

REPORTING SERVICES

- Reporting of real time and historic statistics for ongoing performance analysis, ultimately providing the customer with a better experience.
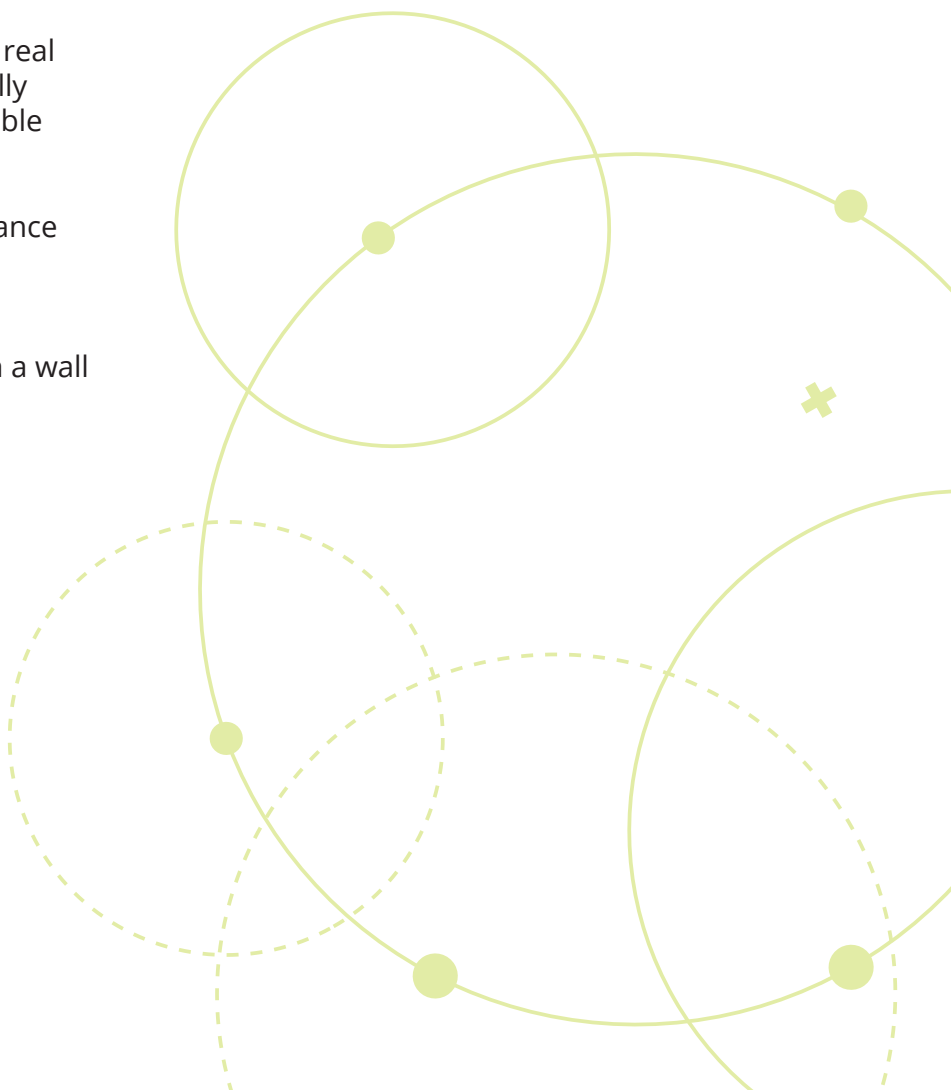
HOW IT WORKS

Teleware Communication Manager is deployed in conjunction with a Teleware Interactive Voice Response (IVR) to give businesses a cloud based communications solution. All inbound and outbound voice communications can be managed from one central point within a web based user interface. An administrator f unction allows the business to configure and manage the solution in-house. Users are able to log into the interface from any location or device and register themselves as being available to respond to customer communications.

AGENT

STATUS READY

1. Agent logs into Teleware Communicaton Manager.

2. Agent sets their location to receive calls.

3. Agent sets their status e.g as ready / not ready.

4. Agent is assigned a call.

5. Agent deals with call. Live call statistics are displayed and captured for future reference.

SUPERVISOR

1. Supervisor logs into Teleware Communicaton Manager.

2. Supervisor sets their location to receive calls.

3. Supervisor can view teams performance.

4. The supervisor can view live statistics and amend their communications strategy, listen to a live call or whisper advice to an agent on a live call and if nessecary set themselves as an agent to receive calls.

CUSTOMER

1. Customer makes a call.

2. Call is passed into the Teleware cloud and IVR software is activated.

3. Using the pre-programmed options the caller selects where they want their call to be directed to.

4. If agents are busy the call is placed in a queue.

5. Agent is assigned call.

6. The call and call statistics are captured and stored securely in the Teleware cloud.