onecom

Intelligent Contact Centre Services

CCaaS delivered by Onecom
in partnership with Five9

Contents

Contact Centre Services from Onecom

In Partnership with Five9

Designed for organisations who want to innovate

Today's contact centres manage many digital channels to support customers, such as social media, live chats, emails and phone calls. Keeping track of all of these – especially if a customer decides to use more than one of them for the same query or transaction – can be tricky.

That's where Contact Centre as a Service (CCaaS) comes in.
It gives businesses the ability to run a virtual contact centre wherever they are. Everything is completely cloud based – it doesn't matter if teams are at home, in the office, or working remotely.

Our Contact Centre Services allow you to take your contact centre capabilities to the cloud and beyond. Powerful AI and easy-to-use reporting tools can transform your operational models to deliver next-gen experiences to your customers.

What's Included?

- Intelligent Virtual Agents
- Agent Assist
- Reporting & Analytics
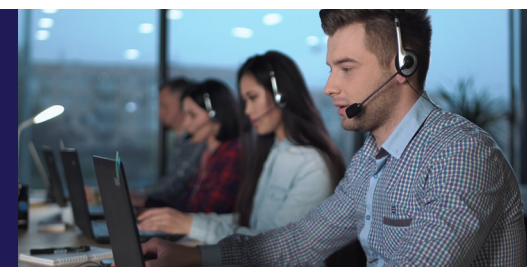
What is Contact Centre as a Service

Gartner describes CCaaS as a "SaaS-based (Software as a Service) application service platform that enables customer service organisations to manage multichannel customer interactions holistically (using self- and assisted-service) from a customer experience and an employee engagement perspective."

CCaaS Provides the Freedom to...

Change your operational Model
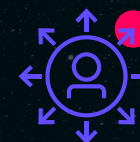
Give Your Customers Choice

Automate

Key Benefits of CCaaS

Moving your contact centre to a public cloud with CCaaS changes everything – you get benefits such as rapid deployment and scalability, alongside the expected flexibility, reliability, security, and more.

Improved Productivity

Remote and hybrid models are the future of working. CCaaS enables access to wider talent pools, flexible working models, and automation that makes your teams more productive across the board.
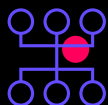
Integration with Tools & Programmes

Like many service-based solutions, you can easily integrate CCaaS into your tech stack. This improves adoption from your teams and makes deployment simple.

Cost-Effectiveness

Studies have shown that the flexible working models that CCaaS enable reduce operational costs. Automation can manage basic functions and tasks such as simple customer support queries, which gives your teams time to provide higher-value services.
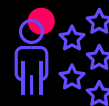
Better Customer Experience

CCaaS enables effective omnichannel customer experiences. You can also use customer data to create hyperpersonalised experiences to further improve engagement.
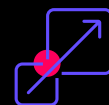
Scalability & Flexibility

Like all cloud-based solutions, CCaaS allows you to flex your capacity up and down as required and once your systems are in place, you can scale them across business units.

Advanced Reporting & Analysis

CCaaS gives you access to automatic reporting and analytics. These insights can boost overall performance. If you're seeing a big increase in missed calls, for example, you might need to evaluate whether you have enough agents during peak hours to keep up.

Intelligent Virtual Agents
AI made simple

Intelligent virtual agents (IVAs) are automated, self-service applications. They offer service and support to customers 24 hours a day.

They can engage across multiple channels to deliver consistent and compliant experiences. We see the most success in situations that are at once trivial, yet vital to customer experience.

IVAs use AI and machine learning to have conversations with customers and handle basic queries, which saves your agents' time. If a query becomes too complex, they can seamlessly handoff the customer and full context of their IVA discussion to a human agent who can take things from there.

IVA Skillset
- Speech Recognition
- Natural Language Processing
- Text-to-Speech
- Voice Biometrics
- Sentiment Analysis
- SMS
- In-App Chat
- PCI-Payments
- GDPR-Compliance
- Intelligent Callbacks
- BroadWorks Integration
- Workflows
- Dialler
- Remote Data Connectivity

Common Use Cases and Cost Benefits

Natural Language Call Steering
Many businesses use IVAs to steer calls to the correct person or department.

"Please tell me who you'd like to reach."

IVAs can route calls quickly and easily without a delay by a receptionist or call centre agent.

Appointment Scheduling
Customers can use IVAs to schedule appointments and send reminders. This improves the customer experience by giving them the power to manage their interactions on their own terms – night or day. It also lowers the cost to serve by reducing the need for more front office staff to suit out-of-office enquiries.

Secure Payment Processing
Automated payment processing allows organisations to save both money and time in labour costs without compromising (and in some cases improving) compliance and governance.

Virtual Concierge
In the hospitality sector, businesses use IVAs to improve the service experience by allowing customers to make and change reservations conveniently.

Discover the Power of AI

Repeat questions that result in repetitive, tedious work is a poor use of your agents' time. With an AI-enabled contact centre, you can hand those jobs off to an intelligent virtual agent and leave the more complex and rewarding tasks to a live agent.

Tangible Business Outcomes

Whether it's shaving minutes off call resolutions or harnessing customer data effectively to reduce churn, AI has the power to deliver on your organisations' expectations.

Continuous Improvement

AI is an organic learning engine. Solutions from Onecom are built from the ground up to continuously learn and improve. Your AI becomes smarter and learns to handle changes as you deploy it more broadly.

Accessible to Any Business

Budget or company size shouldn't inhibit you from implementing AI solutions. That's exactly what organisations like Onecom are for. You must be able to implement it in a reasonable timeframe and without incurring excessive costs.

Agent-Assist

A practical solution to today's challenges

AI isn't the stuff of sci-fi. It lives alongside us every day, helping us be more efficient, improve accuracy, and drive better business outcomes.

Your Agent's New Best Friend

Agent Assist helps your agents focus on the customer by automatically providing transcriptions and call summaries. In addition, automated real-time coaching and knowledge base sharing helps agents accurately and efficiently provide customers with the information they need.

Real-time call transcription means agents can spend more time listening and less time capturing information so they can give customers the attention they deserve. Detailed call summaries save agents time on after call work as once a call is complete, the summary is automatically added to the CRM system or database of choice.

Agent Assist provides real-time coaching by listening to each call and prompting agents with relevant reminders. Coaching can help keep your company compliant with standards like GDPR or automate transactions like setting up a service ticket.

AI Made Easy

Agent Assist generates practical, real-time results without the typical teams of data scientists or business analysts.

Powered by Google GCP

Agent Assist is powered by Google Cloud Platform (GCP), which provides best-in-class speech recognition and natural language processing capabilities.

Get Accurate Results with Ease

Call transcription and summaries from Agent Assist are accurate, consistent, and detail-oriented. Auto-generated summaries greatly reduce operator workload.

Real-Time Assistance

Real-time coaching and knowledge base integration provide agents with information to help them be more effective, while helping your customers with timely, accurate content based on their call.

Workforce Optimisation (WFO)

Inspire & engage agents wherever they work

WFO helps you transform your customer engagement initiatives and create exceptional agent and customer experiences.

The quality management component gives you the ability to score customer interactions, enhance your agent review process, and shape the evolution of your contact centre staff.

Interaction analytics allows you to dig deeper into your customer interactions to identify trends and pinpoint areas of improvement to help improve your customers' experience.

Combined with quality management, you can intelligently select interactions to evaluate based on business value and automatically score every agent performance across voice and digital channels.

WFO is deployed with enterprise-calibre security. Recordings are encrypted to the 256-Bit Advanced Encryption Standards with key management. Menus, programmes, and buttons are controlled at the user level, which provides application data security and robust auditing to help admins report on a user's activity.

WFO includes

- Quality management
- Interaction analytics
- Workforce management
- Voice and digital interaction recording
- Performance management
- Gamification
- Customer surveys
- CRM connectors
- Automated workflows

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Use Gamification to Improve Contact Centre Operations

People need a little challenge to change how they work. Gamification provides a variety of reward systems to motive agent behaviour. It creates an environment for agents to see the big picture and shake off moment by moment setbacks to achieve something greater.

Games & Challenges

Supervisors and administrators can build and simulate games and challenges. Games are typically longer term while challenges boost performance during critical periods or let agents initiate their own motivating competitions.

Marketplace

Agents can spend currency at the Marketplace. The Marketplace can offer a variety of perks, including event tickets, gift cards, company swag, or other items. This is a great way to reward agents for going the extra mile.

How it Works

Permissions control gamification and can be shared with a limited or wider set of employees who can create games and issue challenges within your organization.

The rules engine allows contact centre employees with appropriate permissions to set up games and challenges, who is eligible, the timeline, the contest rules, and the pay-out. You can define eligible employees by company, group, media type, role, and many other methods.

Timelines can include one-time games or games that repeat on a daily, weekly, or monthly basis. In the metrics setup, employees have several ways to measure success including tiers and ranges as well as simple counting. We support multiple metrics and qualifiers.

Reporting & Analytics

Change the way you visualise and act on contact centre metrics

We provide a comprehensive set of real-time and historical reporting tools based on best practices from hundreds of contact centres. Get a complete picture of your performance and gain actionable insights that let you consistently achieve operational and strategic goals.

Data-Driven Decisions that Optimise Performance

Get information you need to measure metrics daily, monthly, quarterly, or annually – and have the power to adjust when necessary. Track trends to gain actionable insights and credible data to support strategic changes that require executive buy-in. Our reporting helps you manage multiple physical contact centres, agents who work from home, or any hybrid operational model.

## Make Good Decisions with Good Data

Standard Reports
Gain rapid insights with over 120 simple out-of-the-box reports based on operational and business best practices.

Custom Reports
Tailor reports to meet your unique needs by customising standard reports or building them from the ground up.

Real-Time Reports
See what's happening in real time whether your agents are nearby or across the world and react quickly to changing conditions.
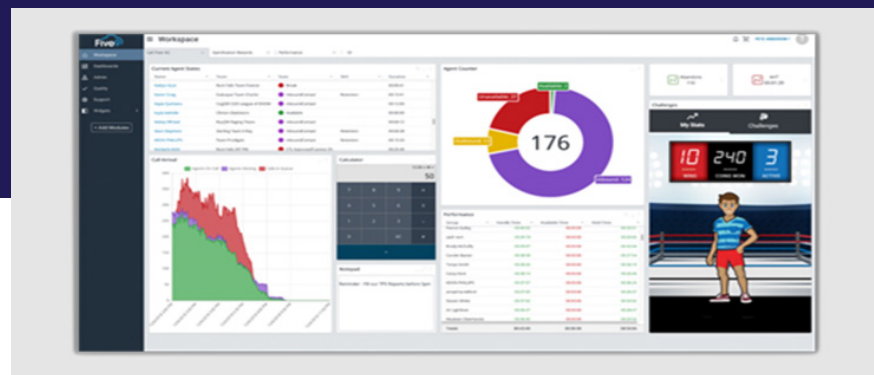
Customers Want to Take Control of How and Where They Engage

Automated, omnichannel support enables self-service solutions

Now that customers are used to getting help from their personal virtual assistants, they increasingly prefer to use self-service options when contacting a business. And with more devices at their disposal and more means to engage with businesses, consumers expect service across more channels.

You'd be amazed at the rate of adoption.

There are over 20 million smart speaker owners in the UK alone. More than half of those who own them use voice commands at least once a day. They now increasingly prefer to have self-service options when contacting a business for service. In a Capgemini study, nearly 70% of people said they will replace visits to a store or bank with their voice agent within the next three years.

CCaaS gives you the power to deliver this level of experience thanks to cloud-based solutions and AI tools.

Choose the Trusted Solution Provider & Cloud Partner

Leading Global Partnership

Personalised Engagement Approach

Proven Discovery & Management

Why Onecom?

Onecom were awarded the Five9 EMEA Innovation Partner of the Year, making us the perfect team. We work with UK-based organisations to empower them to realise the art of the possible through digital transformation, customer engagement and workplace optimisation technologies. We utilise our extensive, and award-winning expertise in cloud contact centre management to provide strategic consultation and support to help you deliver simply brilliant customer experiences.

Why Five9?

Five9 is the market-leading provider of cloud contact centre software. They're driven by a passion to transform contact centres into customer engagement centres of excellence, coupled with a deep understanding of the cost and complexity involved in running a contact centre.
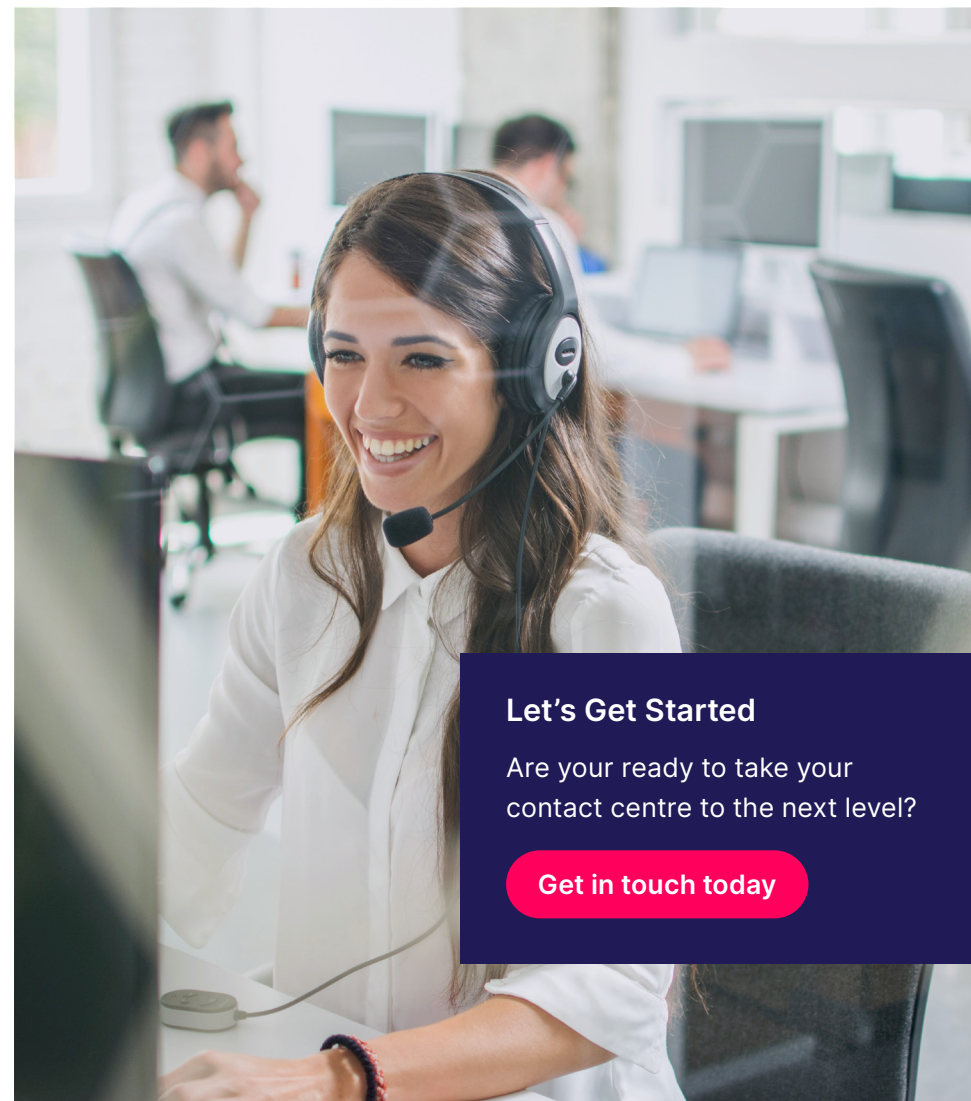
Let's Get Started

Are your ready to take your contact centre to the next level?

Get in touch today

About Onecom

Onecom is the UK's largest independent business telecoms and cloud communications provider. From our UK-wide network of regional offices, we deliver a range of tailored fixed-line, mobile, unified communications, connectivity, and cloud solutions.

We partner with the best technology and communications partners globally to enable UK-headquartered organisations to realise the potential of communication technology, develop competitive edge, and empower their people to succeed.

Onecom lets you access all four core elements of your business communications infrastructure from one proven provider. This allows you to extend your internal resources, whilst achieving significant improvements to efficiency and substantial savings.

About Five9

Five9 is the leading provider of cloud contact centre solutions, bringing the power of the cloud to more than 2,000 customers worldwide and facilitating more than five billion call minutes annually. Five9 helps contact centres increase productivity, boost revenue, and create customer loyalty and trust.

Talk to us

Looking to switch to SIP, VoIP, or cloud telephony? Get in touch today.

Talk to us

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