

CONTACT CENTRE

solutions designed to suit

YOUR BUSINESS



For businesses looking to enhance their customer communication experience, JT's National and International Inbound Contact Centre Services provide efficient and cost effective solutions. Designed to give you more control over how you engage with your customers, we combine national and international inbound call numbering services, and inbound contact centre services allowing you to make efficient use of key resources within your business. These are provided as part of our Managed Services with proactive management to provide you with a complete solution.

Flexible Numbering Solutions

Take control of your Inbound Numbers

- Select geo (01/02) and non-geo (08/03) numbers as appropriate for your business
- Improve customer service by better managing callers during busy hours, or when your office is closed
- Use our web portal to manage your inbound routing in real-time
- 24/7*365 managed service to make changes when you need them
- Obtain key managerial information and identify trends to adapt and tailor your strategy

Efficient with easy implementation

- Relieve pressure on internal systems with a high capability package
- Cost effective solution reducing demands on your people
- Scalable solution with consistent high performance



Multi-Media Contact Centre Capability

Remove the complexity and focus on your business

Our solutions are based on Avaya's proven and sophisticated Inbound Contact Centre solutions. We are able to provide a complete managed solution where we handle the routine tasks needed to keep the systems operational, and up to date, leaving you free to focus on managing the contact centre itself.

It provides:

- A solution that scales to hundreds of agents
- Skills based routing to match callers to agent capabilities
- Multi-media support for chat, email and SMS message handling
- Call blending between media types and between Inbound and Outbound calling
- Agent and supervisor interfaces
- Real time and historical reporting tools
- Call recording
- On-premise or cloud based solutions
- SIP connectivity to reduce costs
- 24/7*365 support
- A choice of fault-resilient and high availability configurations to match your budget

Outbound Contact Centre Capability

Effectively delivering results for your business

JT's Contact Centre comes with automated outbound dialling capability built in to allow Preview and Progressive dialling to be made. Where you need higher volume and more sophisticated dialling we can offer a complete predictive outbound dialler solution. The benefits of this include:

- Targeting your campaigns with precision dialling
- Measuring the business benefits as well as the operational performance
- Keeping your promises to call back
- Fulfilling your 'call me' and web form requests
- Making the right contact in the right way at the right time with telephone calls, text messages and email
- Optimising agent performance with task blending



For more information, please contact our Business Solutions Team:

T +44 (0)1534 882345

E business.solutions@jtglobal.com

W www.jtglobal.com/contact-centre



@jt_business



JT Group Limited