MiCloud Flex Contact Center

Flexible, Scalable Customer Experience Management in the Cloud

Delivering an exceptional customer experience is the number one priority for most companies. With MiCloud Flex Contact Center, you can manage your customer interactions more effectively without managing the complexity of a traditional contact center. We minimize the complexity and cost through advanced cloud technology, so you can focus on maximizing sales and customer satisfaction.

Tackling the Resource Issue

Anyone that's operated a contact center knows that the biggest challenge is finding and retaining top talent. By running contact center software from the cloud, customer care managers have the flexibility to find and retain top talent, regardless of location. It's no wonder why cloud contact centers are growing at an astronomical rate.

As your contact center grows in size and complexity, a decision must be made—continue to invest in legacy premise-based contact center applications or migrate to a fully-hosted cloud solution. With limited resources available, more and more organizations are choosing to migrate their contact center applications to the cloud.

#1 driver in determining a contact center's location strategy is availability of staff.

The number of cloud contact center agents is growing at over 20% per year. By 2021, over 3 million cloud contact center agents are expected.

50% TCO reduction for cloud-based contact centers.

How Are You Managing Customer Expectations?

In today's digital age, the definition of customer experience has changed. Expectations of what it should be are higher than they have ever been. Consumers are no longer content with the nine-to-five regiment. They expect to connect any time, day or night on the channels they prefer to use. They expect to receive instant answers through seamless digital interactions. And with a cloud-based contact center, they will.

Interact How Customers Want

Your customers desire a memorable experience and you want to give it to them. So, deliver one worthy of this hyper-connected generation by interacting through voice, email, chat, text and social media. Keep your door, and their options, open with a cloud contact center so they will have every opportunity to talk to you and no reason not to.

Be Agile - Scale Easily

Your business moves fast so the tools you use should be just as agile. By housing your services, features and applications in the cloud, your employees can deliver the same great customer experience anywhere. You'll also be able to scale easily, anytime, anywhere, so you can meet seasonality and growth head on.

Cut Costs and Be Efficient

Whether it's time or money, you can be doing better things with your budget than spending it on servers or additional software. With everything you need integrated into a single solution that's hosted in the cloud, you can deliver an exceptional customer experience without breaking the bank.

Why MiCloud Flex Contact Center?

Get Automated, Mobile, Social

Today's consumers want the ability to self-serve and communicate in their media of choice (voice, email, text, chat, social media). Bring it all together under one powerful, easy-to-use platform so you can give customers better, faster service on their terms.

Deliver Superior Customer Service

Build strong, lasting relationships with customers by giving them more choices, better service and prompt answers. You can also infuse real-time insight into every customer interaction when you integrate CRM and sales applications with MiCloud Flex Contact Center.

Expand Your Horizons

Traditional siloed contact centers are costly to manage and complex to integrate. With MiCloud Flex Contact Center, you can manage your customer interactions seamlessly while taking advantage of the latest industry features—bringing your entire business closer to the customer.

MiCloud Flex Contact Center: How it all works

With MiCloud Flex Contact Center, your customer communications will never go down due to a single network outage or hardware failure. MiCloud Flex features a high-availability deployment with optional geo-redundancy for enhanced disaster recovery and higher service availability. Information and voice calls securely traverse the public Internet or private network to reach their final destination using reliable voice over Internet protocol (VoIP), private MPLS or MiCloud Edge VPN. Employees enjoy the same user experience regardless of whether they're in the main office, at a satellite location, or working from home.
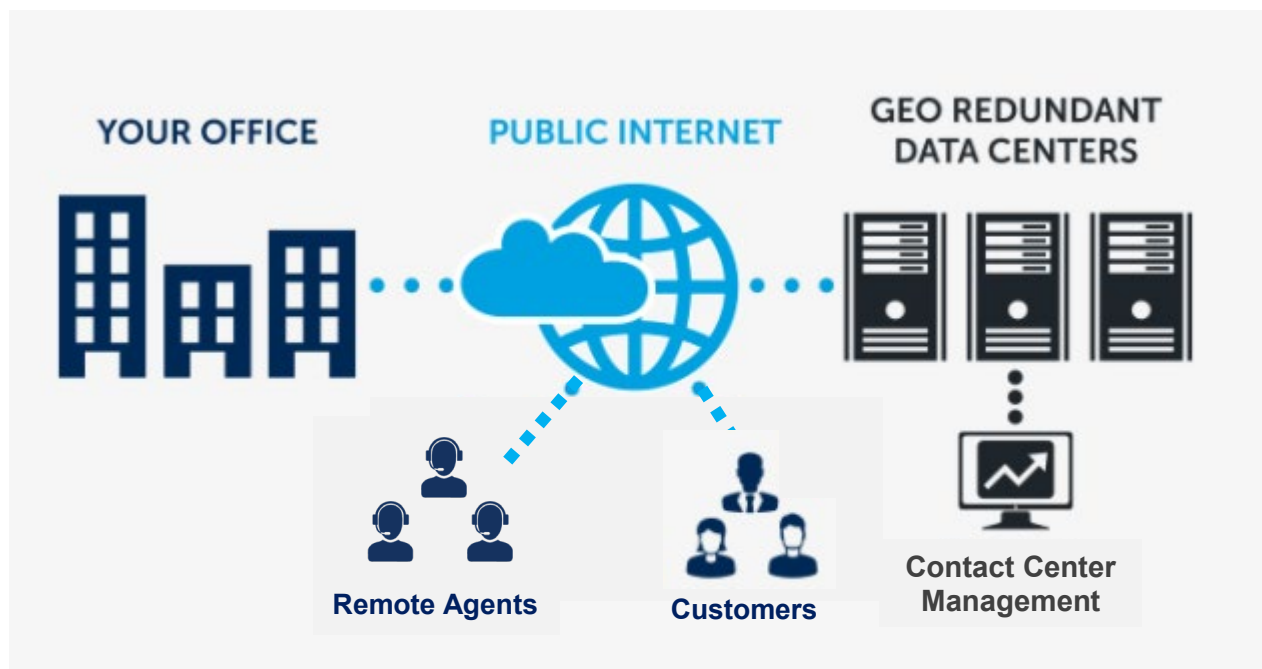
MiCloud Flex Contact Center: Professional Customer Engagement

Operate a world class contact center with MiCloud Flex Contact Center. It supports all the key features like omnichannel interaction management, enhanced IVR, interaction recording, real-time dashboards and historical reporting. When coupled with Mitel's MiCollab and CRM integration, your sales, service and support teams will be empowered to deliver context-aware, low effort customer experiences.

KEY FEATURES:

- **Omnichannel Skills-Based Routing** – Optimize resources by handling a large number of incoming customer calls, emails, chats, SMS texts, and social media with the minimal number of agents. Agents can pivot from one channel to another seamlessly within the same interaction for a fluid experience that maximizes first contact resolution.

- **Effortless Administration** – Leverage an intuitive drag-and-drop interface to create sophisticated interaction flows without complex programming. Provision agents, groups, skills, queues, announcements and more within a single administration interface.

- **Monitor and Manage** – Deliver real-time and historical reports to contact center supervisors and provide them with the information they need to manage resources efficiently. Sophisticated contact recording and quality monitoring gives managers the tools to measure, manage, and drive contact center performance.

- **Remote Agents** – Virtualize your workforce with a fully featured browser-based user interface that requires no software or equipment to install. Real-time collaboration tools empower agents to resolve customer inquiries on first contact.

MiCloud Flex Contact Center Features

- Data-Driven Skills-Based Routing
- Voice, Chat, SMS, Email, FAX, Social Media, and 3rd party media
- Self-Service IVR
- Speech Recognition and Text-to-Speech
- Expected wait time and position in queue announcements and web display
- Workflow Designer
- Customizable real-time dashboards
- Standard and custom historical reporting tools
- Omnichannel case management

- Outbound dialing and messaging
- Scheduled and real-time callbacks
- Agent/Supervisor instant messaging
- Silent monitoring / barge-in
- Built-in Call Recording
- Integrated Quality Monitoring
- Built-in Workforce Scheduling
- Integrated Workforce Management
- Standard & customized CRM integrations

Seamless Integrations

Making sure your systems communicate with each other is critical to your business' performance. Switching between screens that require different passwords can inhibit collaboration and destroys productivity. MiCloud Flex Contact Center connects to key business applications that are vital to your daily operations.

KEY FEATURES

- **Inbound Calling** – Agents get a screen pop with customer details when calls arrive
- **Click-to-Dial** – Place outbound calls simply by clicking the phone number
- **Record Management** – Take notes and update CRM records from the agent interface
- **Browser-based agent desktop** – deploy quickly and easily as you onboard your agents
- **Single Sign**-On (SSO) – Log in using your existing username and password

Why MiCloud Flex?

Secure, Reliable, and as Flexible as Your Business

MiCloud Flex is purpose built to help your business provide an unforgettable customer experience. With the flexibility to scale and adapt, MiCloud Flex helps growing companies communicate and collaborate more effectively, while providing superior security and diminishing downtime.

What Makes MiCloud Flex Different?

WORKFLOWS THAT ACTUALLY WORK

With MiCloud Flex, you don't have to conform to your software. Instead, MiCloud Flex can adapt to your existing or ideal business processes. Focus more on the things that make your business great and less on managing a phone system.

ADVANCED CONTACT CENTER

From CRM integration to contact center capabilities - MiCloud Flex has options. Agents are more connected to customers than ever using intelligent routing and CRM integrations that provide a unique level of personalisation.

DATA SECURITY YOU CAN TRUST

We've engineered MiCloud Flex to treat your data as delicately as you do. Communications are hosted in secure, tier 3 data centers with advanced security measures including full encryption with optional geo-redundancy.

PRIVATE INSTANCE - TOTAL CONTROL

MiCloud Flex provides complete IT control for businesses where system updates don't equal downtime. Dedicated instances give customers ultimate control over maintenance windows and system administration.

To discover more about MiCloud Flex solution and how it can benefit your company, please contact your 4Sight Account Manager for personalised offer, alternatively you can email us at info@4sightcomms.com.

4Sight Communications
www.4sightcomms.com
info@4sightcomms.com