

SaskTel Hosted Contact Centre

Your complete call centre solution

SaskTel Hosted Contact Centre (HCC) is an on-demand contact centre solution designed to route any customer interaction, to any agent, in any location.

This solution is designed to deliver the first truly complete, flexible, and scalable customer contact centre that is easy to use and cost effective, allowing you to realize the benefits of efficiently managing all types of contacts into your business.

Key Benefits of Hosted Contact Centre

Flexibility

- Manage all customer contact methods, including telephony, voice mail, chat, and email.
- Agents and supervisors can operate from anywhere there is cell, regular, or IP phone service and internet access.
- Maximize efficiency by grouping agents according to their skill sets.
- Organize agents using technology channels such as live chat, email, or Interactive Voice Response (IVR).
- Integrate your applications with web service Application Programming Interfaces.

Ease of use

- Minimize training time with agent and supervisor web interfaces that are intuitive and easy to use.
- Use manager and supervisor configuration screens to exercise complete control over your contact centre.
- Easily manage service levels by instantly moving agents between queues and channels.
- Manage call distribution using different queues or agent skill levels.

Low setup & operation cost

- Reduce building expansion costs with multi-site and home operation.
- Save money over traditional premise-based systems; there are no expensive servers or software to purchase.
- Hosted Contact Centre resides on secure SaskTel servers, eliminating upgrade and maintenance costs to your organization.

Scalability

- Add agent seats as you need them without expensive infrastructure costs.
- Get the capacity your business needs without restricting your future growth.

Reliability

- Receive maximum availability and security for your data.
- Enjoy 24/7 professional support, monitoring, and maintenance.



"Conexus has seen an approximate savings in salary cost by almost \$10,000 by using the Skills Based Routing to redirect calls, this has resulted in a 1.5% overall reduction in the number of staff required to answer the calls.

The \$600 investment in training resulted in an estimated retention of revenue of \$6,000-\$12,000 by having our agents performing regular job duties efficiently 1-2 days quicker than had they not received training."

Kim Kotylak – Conexus Credit Union

At SaskTel, we're the Experts in our business so that you can be the Expert in yours.

For more information on how SaskTel Hosted Contact Centre can benefit your business, contact your SaskTel Sales Representative or call 1-800-SASKTEL (1-800-727-5835).