

SaskTel HCC Lite

Your complete call centre solution

SaskTel Hosted Contact Centre (HCC) Lite is an easy-to-use, powerful, out-of-the-box call centre solution ideal for voice only communication channels with full reporting capabilities, front-end IVR (Interactive Voice Response), and internal agent to agent chat.

Designed for customers who require voice only call handling, HCC Lite adds value by creating a contact centre without a significant investment in capital infrastructure, development and support costs.

Optional features available with HCC Lite include:

- Call recording
- Extra log ins
- Additional channels
- Burst seats



Key Benefits of HCC Lite

Flexibility

- Manage customer voice contact methods, including telephony and voice mail.
- Enable agents and supervisors to operate from anywhere there is cell, regular, or IP phone service and internet access.
- Maximize efficiency by grouping agents according to their skill sets.

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.
- 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.
- HCC Lite 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.

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

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