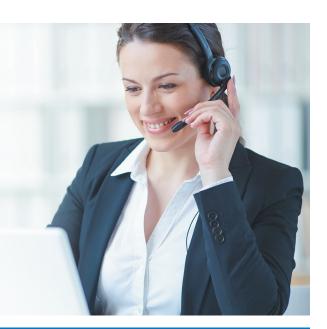# SASKTEL HOSTED CONTACT CENTRE

YOUR COMPLETE COMMUNICATIONS SOLUTION

It's easier than you may think to give your employees the tools they need to manage customer interactions across multiple channels including voice, email and web chat. All they really need is a phone and an Internet browser—and SaskTel Hosted Contact Centre. It's a full-featured, web-based solution for businesses of all sizes. With SaskTel Hosted Contact Centre, there are no up-front costs, software, hardware or maintenance. It's a flexible, scalable and easy-to-use solution that will enhance your customer experience, enable your staff to manage all points of communication with ease, and allow you to focus on your core business.

BENEFITS FOR YOUR BUSINESS

- Manage all customer contact methods from one place
- Flexibility for users to operate from anywhere there is cell, regular or IP phone service and Internet access
- Use the built-in customer relationship management (CRM) tool or integrate with web-based CRM solutions including Salesforce.com and NetSuite to enhance your agent and customer experience
- Intuitive and easy-to-use web interfaces for you and your staff

- Manager and supervisor configuration screens allow complete control over your contact centre
- Maximum availability and security for your data
- 24/7 professional support, monitoring, and maintenance
- Add agent seats quickly and efficiently without expensive infrastructure costs
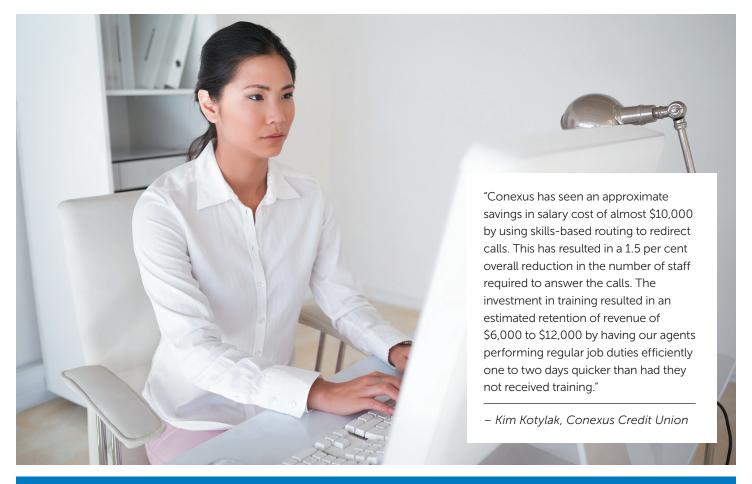- Get the capacity you need today without restricting future growth

SASKTEL IS YOUR PARTNER IN BUSINESS

SaskTel owns the Saskatchewan network that powers our enterprise-class data centres. This enables you to benefit from a robust, reliable network and high availability. Your data resides on SaskTel servers in data centres that are located in Saskatchewan, a geographically stable area, ensuring high security and eliminating upgrading costs.

Your business will benefit from the latest software updates, user flexibility, centralized management, quick deployment, and budget efficiency. With world-class infrastructure, SaskTel is committed to providing quality end-to-end solutions to help your business succeed. Plus, our dedicated local experts will help you stay up and running so you can focus on serving your customers and growing your business.

SaskTel

Business Solutions

SASKTEL HOSTED CONTACT CENTRE

"Conexus has seen an approximate savings in salary cost of almost $10,000 by using skills-based routing to redirect calls. This has resulted in a 1.5 per cent overall reduction in the number of staff required to answer the calls. The investment in training resulted in an estimated retention of revenue of $6,000 to $12,000 by having our agents performing regular job duties efficiently one to two days quicker than had they not received training."

– Kim Kotylak, Conexus Credit Union

WHY CLOUD-BASED CONTACT CENTRES WORK

Small and mid-size cloud contact centres enjoy:

- 55% greater inbound customer contacts that result in a sale
- 45% greater year-over-year increase in average customer profit margin
- 40% greater annual increase in first-contact resolution rates
- 86% greater annual reduction in call-abandonment rates
- 49% greater customer retention rate

As compared to their on-premise counterparts.

Adopting a cloud delivery model is not the primary reason why both small and mid-size cloud contact centres outperform on-premise users. These organizations (particularly the mid-size contact centres) are also far more likely to use the best-in-class activities that enable them to maximize their performance and attain their objectives.

Source: Aberdeen Group

Let's start a conversation.

sasktel.com/hcc | SaskTel Representative | 1-844-SASKTEL

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