



Data Sheet

TECHNOLOGY INNOVATION SOLUTIONS

Cloud Contact Center: Enterprise



Customers reduced their
total cost of ownership by
27%
using Cloud Contact
Center: Enterprise.

Overview

Get enterprise-class technology that enhances your global reach and lowers total cost of ownership. Cloud Contact Center: Enterprise is a fully customizable, cloud-based contact center technology platform that connects customers and contact center agents across the globe. Large organizations can step up to state of the art systems without capital expenditure or implementation risks and move customer service anywhere in the world, at any time.

Uniquely designed for global deployments with more than 250 agents, Cloud Contact Center: Enterprise includes:

- TeleTech GigaPOP[®] Voice over Internet Protocol (VoIP) Network
- Automated Call Distribution (ACD)
- Management Portals
- Reporting
- Workforce Management
- Quality Assurance

Features and Benefits

The TeleTech GigaPOP VoIP network will transform your service delivery center into a customer collaboration hub.

- Increase scalability and improve redundancy—The GigaPOP VoIP network delivers 99.99 percent uptime and has six data centers, two in the Americas, two in the Asia-Pacific region and two in the Europe, Middle East and Africa region.
- Ensure compliance—The technology is HIPAA, SOX, PCI, SAS 70, FACTA, NIST, Safe Harbor and PEZA compliant.
- Get enterprise-class technology—TeleTech GigaPOP currently handles over 3.5 million VoIP interactions every day.

Plus, TeleTech GigaPOP delivers:

- 99.95 percent system availability
- Multiple MPLS self-healing networks
- Carrier capacity > 100 GB
- Reliable, high availability with true A-side B-side failover

Automated Call Distribution

Easily handle large call volumes by automatically routing and distributing incoming calls.

- Gain flexibility—The system handles multiple voice connectivity options including public switched telephone network (PSTN), session initiation protocol (SIP) and IP Trunk.
- Enhance efficiency— Priority, multi-site and skills-based routing technology carefully evaluates customer requests and intelligently routes them across multiple, global, and virtual queues.
- Get advanced features—The system provides in-queue messaging, call control, complex routing capabilities, and more.

Management and Reporting Portals

Management and reporting portals provide a one-stop shop for user administration and client self-service.

- Effortlessly deploy and manage technology—The cloud-based technology is self provisioned and easy to implement.
- Evaluate performance—Real-time agent and historical reporting features give supervisors a complete picture for informed decision making.
- Simplify the agent experience—Agents can access multiple applications from a single system.
- Administer accounts easily—The system enables authorized personnel to seamlessly create, update, and deactivate employee accounts across several disparate applications.

Workforce Management

A comprehensive resource planning and staff management system helps you serve more customers.

- Be prepared—Forecasting, scheduling, and tracking features anticipate customer needs, simplify scheduling, and help you better align resources with demands.
- Monitor agent progress—Receive an at-a-glance view of each agent's activity and compare it to their scheduled activities.
- Make scheduling easy—Build agent schedules based on employee preferences, shift templates, or a combination of the two.

Quality Assurance

Use the digital voice and screen recording system to manage quality and ensure success.

- Get more visibility—Monitor agents' desktops and calls with a real-time dashboard and set up system rules by agent, group, type of call, Dialed Number Identification Service (DNIS), or other computer telephony integration (CTI) information.

- Review performance—Record calls on-demand and playback recordings both online and offline.
- Customize evaluations—Design your own evaluation forms to more effectively evaluate agent interactions.
- Generate reports—Quality assurance management is easy with a variety of ready-made reports.
- Create checks and balances—A sophisticated calibration process allows supervisors to ensure objectivity by reconciling evaluations performed by different operations personnel.

Extended Capabilities

Expand the Cloud Contact Center: Enterprise product with solution enhancements that create efficient, multichannel customer experiences.

- Customer Interaction Suite: Build a multichannel customer interaction platform with inbound and outbound voice, chat, e-mail, mobile/SMS, social, and CRM technologies.
- Self-Service Suite: Empower customers and optimize costs with web self-service technology, interactive voice response (IVR) systems, automated customer notifications, and customer satisfaction surveys.
- Workforce Optimization Suite: Enhance productivity throughout the agent life cycle using desktop automation, CTI, knowledge management, TeleTech@Home®, and the latest learning technologies.

Related Products and Services

- Customer Interaction Suite
- Self-Service Suite
- Workforce Optimization Suite
- Premise Contact Center
- Cloud Contact Center: SMB

Uses

Companies across every industry choose Cloud Contact Center: Enterprise to upgrade aging technology systems and trade costly capital investments for affordable operating expenses. With Cloud Contact Center capabilities you can rapidly scale up or down to meet changing customer demands and deploy nimble technologies and services that drive both innovation and revenue. The Cloud Contact Center: Enterprise can be used with onsite agents or with virtual, at-home agents, and it works with both basic voice-only contact centers as well as with full multichannel environments. Additionally, eLoyalty offers on-premise and hybrid technology solutions to help companies migrate from on-premise to cloud-based systems or implement a hybrid delivery model.

Companies use the Cloud Contact Center: Enterprise to solve these business challenges:

- Move from a capital expense to an operating expense model
- Expand contact centers locally or across the globe

Get strategies and a roadmap to migrate from on-premise to cloud technology.

- Need to instantly access new technologies
- Meet fluctuating customer demands and call volumes
- Decrease the burden on IT resources
- Improve service delivery innovation and system uptime
- Enhance disaster recovery with redundancy and resiliency

Real Results

Companies have recognized the following benefits with the Cloud Contact Center: Enterprise solution:

- Reduced administrative staff by 15 percent
- Decreased agent staff by 40 percent
- Increased productivity by 20 percent using the Workforce Management solution

Key Differentiators

- Scalability—The U.S. Census Bureau used the Cloud Contact Center technology to scale from zero to 8,000 agents in just three months.
- Flexibility, experience, and expertise—For nearly 30 years, we have been integrating the most complex contact center technologies and infrastructure.
- Speed to deployment—We have had contact centers up and running in as little as 36 hours.
- Security and availability —Those who handle the most confidential information trust eLoyalty for reliable and highly secure technologies.

Requirements

- VoIP enabled LAN/Corporate LAN
- Data circuits between TeleTech's GigaPOP and client data centers
- Minimum PC hardware requirements supporting softphone and USB headsets or hard phones

Why eLoyalty, a TeleTech Company?

eLoyalty has expertise in designing, building and remotely managing advanced contact center solutions. With our on-premise technologies, we have installed over 100,000 contact center seats and currently support 70 Global 1000 companies. eLoyalty's cloud technology utilizes TeleTech's GigaPOP® cloud infrastructure, which lands calls from over 90 countries, supports customers in six continents in 30 languages and handles 3.5 million customer interactions, 6.8 million VoIP minutes and over 245,000 communication interactions per day. Our cloud technology experts have deployed over 150,000 licensed seats and manage over 50,000 concurrent users daily.

**CONTACT eLoyalty,
A TELETECH COMPANY:**

solutions@eloyalty.com

1.800.TELETECH or

+1.303.397.8100 (outside the U.S.)

www.teletch.com/solutions/
technology-innovation

More Information

Please see our website for additional details on our full suite of Technology Innovation solutions.

www.teletch.com/solutions/technology-innovation

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