

A photograph of three call center agents in a modern office setting. A woman with brown hair is leaning over a man with a beard who is wearing a headset and looking at a computer screen. A woman with blonde hair is also wearing a headset and smiling. The background is a blurred office environment.

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TECHNOLOGY | COMMUNICATIONS | SERVICES

MiUC Contact Centre

**Flexible, Scalable
Customer Experience
Management in the Cloud**

Powered by



Powering connections

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Delivering an exceptional customer experience is the number one priority for most companies. With MiUC Contact Centre, you can manage your customer interactions more effectively without managing the complexity of a traditional contact centre. We minimise the complexity and cost through advanced cloud technology, so you can focus on maximising sales and customer satisfaction.

Tackling the Resource Issue

Anyone that's operated a contact centre knows that the biggest challenge is finding and retaining top talent. By running contact centre 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 centres are growing at an astronomical rate. As your contact centre grows in size and complexity, a decision must be made—continue to invest in legacy premise-based contact centre applications or migrate to a fully-hosted cloud solution. With limited resources available, more and more organisations are choosing to migrate their contact centre applications to the cloud.

#1 driver in determining a contact centre'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 centre agents are expected.



50% TCO reduction for cloud-based contact centres.



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 regime. 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 centre, 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 centre 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 MiUC Contact Centre?

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

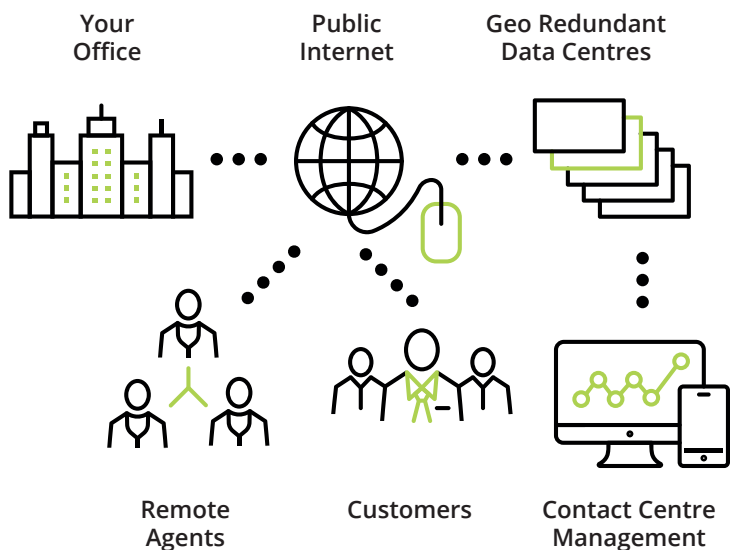
Build strong, lasting relationships with customers by giving them more choices, better service and prompt answers. You can also infuse real-time insight into every customer interaction when you integrate CRM and sales applications with MiUC Contact Centre.

Expand Your Horizons

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

MiUC Contact Center: How it all works

With MiUC Contact Centre, your customer communications will never go down due to a single network outage or hardware failure. MiUC Cloud 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 VPN. Employees enjoy the same user experience regardless of whether they're in the main office, at a satellite location, or working from home.



MUC Contact Centre: Professional Customer Engagement

Operate a world class contact centre with MiUC Contact Centre. 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** – Optimise 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 maximises 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** – Virtualise 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.

MiUC Contact Centre 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 & customised 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. MiUC Contact Centre 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 Elite?

We service over **7000** UK-based and international business customers across all industry sectors



Financial Sector



Retail Sector



Education Sector



Construction Sector



Travel/ Tourism



Charity Sector



Logistics Sector



Manufacturing Sector

Accreditations and Technology Partners



BUSINESS



Approved Dealer



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