

Hosted innovative contact centre solution

Voice Email Web chat Text messaging VoIP IVR Call recording Video Predictive Dialer Workforce optimization CRM
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VoIP IVR Web chat Video Workforce optimization CRM Voice Email ACD SMS messaging Fax



Centric hosted IP Contact Centre

– the complete virtual contact centre solution

Centric offers an innovative approach, enabling you to implement the latest multi-channel, multi-media contact centre technology without the expense of buying and integrating in-house systems.

A fully managed, network-based suite of contact centre applications is hosted from our own state-of-the-art data centres – all an agent needs to access the system is a browser and a USB headset.

The Centric solution

Centric opens up opportunities to grow your business and reduce overheads through an industry-leading solution – without the large capital investment required to install equipment at your premises.

So, you can remain focused on your own business, knowing that your contact centre functionality is highly reliable, professionally managed, and monitored 24 hours a day.

The hosted option allows flexible and rapid deployment of call centre technology and ensures compatibility with existing equipment and systems.

Centric supports remote agents and multiple sites as a single virtual contact centre transparently via a managed IP network. Call centre agents are location-independent, requiring only a single IP connection.

Centric's multimedia capability means that your customers will benefit too, receiving a more responsive service as voice, email, text, video and web communications are all routed and handled with greater efficiency.

Voice



Customer Services

web

Workflow / s

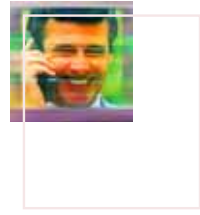
Real-time Video



Speech Recognition

Intelligent

Predictive Dialer



Telesales

Chat/Collaboration

Network Contact Centre

email

ACD

Web Callback





sms



Universal V

Virtual IVR

Crystal clear VoIP



Voice Mail



Progressive Dialer

Voice

Centric features

Centric is a high capacity, high availability, multi-tenant platform supporting multi-media, multi-channel communications. Centric's comprehensive range of contact centre applications are available as and when required to meet your current and future business needs:

- Crystal clear Voice Over IP phone calls.
- Automated Call Distributor (ACD) for intelligent call routing.
- Management and distribution of live multimedia communications: voice, text, e-mail, instant messaging, web and video.
- Cross-media interaction histories.
- Web chat, Web collaboration and Web callback.
- Interactive Voice Response (IVR) with speech recognition and touch tone menus.

- Computer Telephony Integration (CTI) with CRM applications.
- Predictive, progressive and preview dialling.
- Multimedia recording, Call logging and Quality monitoring.
- Supervisor silent call-monitoring, barge-in and coaching.



VoIP

Scripting

Hosted Predictive

Web chat

Web collaboration

Ca

VoIP Access Platform



Web



Pay-As-You-Go

IVR



CTI

SIP-based IVR

Telemarketing

Centric benefits

- Rapid, affordable and simplified creation of a virtual call centre with higher and faster return on investment compared with customer premises equipment (CPE).
- Achievement of business goals: reducing costs, enhancing customer service, improving efficiency, increasing productivity and supporting new services.
- Sophisticated intelligent routing rules and scripts allow e.g. differentiation between new and existing customers, specific routing scenarios according to the business rules.
- Improved customer experience, with seamless interactions with agents, wherever they are located.
- Increased productivity through blending of all communications media into a single queue, enabling agents to handle a variety of interaction types as demand requires.
- Opportunity to centralise management of agents in multiple locations, with real-time view of all contact centre activities.
- Easier management of agents located offshore, in branch offices or at home.

Recording

Power Dialer



Live Internet

Instant Messaging

CRM

Preview Dialer



Preview Dialer



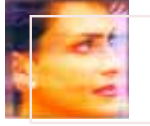
all Blending

Videoconferencing

Voice

Web collaboration

Help Desk



Centric hosted IP Contact Centre

SIP-based

– the complete virtual contact centre solution

Real-time video

Centric – the company

Centric, the UK's leading supplier of hosted contact centre solutions, was established in order to meet the increasing demand for genuinely unified, network-based call centres. The new generation of technology provides a compelling alternative to the complexity and high cost of traditional switch-based contact centres.

Centric is supported throughout the UK by a team of dedicated account managers, service support engineers and professional services consultants.

In collaboration with the world's leading technology partners, we aim to deliver products and services with the highest reliability, functionality and user-friendliness. As a result, more of the world's top tier network service providers (NSPs) have chosen Centric's all-IP, universal access Contact Centre system than any other similar product.

Our growing customer base includes companies in the utilities, financial services, retail and distribution, food and drink, teleservices, and contact centre outsource service sectors, as well as local government and public sector organisations.



Teleservices

VoIP

Voice Mail

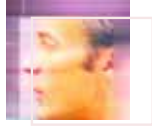


Contact Centre OnDemand

chat

Hosted ACD

IVR

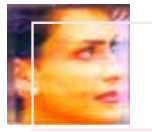


Text

email

sms

Virtual Contact Centre



Hosted IVR

Hosted Contact Centre

Virtual IVR

Centric

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