

CONTACT CENTRE

Improving Customer Service by empowering your employees with hosted contact centre capability

With Sole-Aero's Hosted Telephony organisations gain the ability to provide specific contact centre capability to those employees who are predominantly telephone based, improving the level of service you provide your customers while improving productivity.

Sole-Aero's Hosted Contact Centre offers you the flexibility to provide automatic call distribution (ACD) capability to any employee regardless of location, enabling a true virtualised contact centre environment. With the added flexibility of a pay-as-you-use model, your business is able to scale up and down user numbers in line with customer demand, only paying for capacity when it is needed.

With Sole-Aero Hosted Contact Centre you are able to intelligently queue and route calls into your organisation to improve first impressions and ensure that every call is connected to the most appropriate operator. Through leveraging our applications to manage calls you also gain far greater insight into the way you handle calls and meet customer expectations enabling you to continually improve.

THE VALUE:

Improved Accessibility – by providing customers with specific numbers to call that are always answered in a consistent, high quality manner.

Improved Efficiency – by ensuring that every call is answered as quickly as possible and that maximum productivity is achieved across your employees.

Improved Effectiveness – by providing you with the insight into how you deal with customer calls enabling you to improve the way calls are handled and increase the number of first call resolutions.

Sole-Aero Telecoms

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SOLE-AERO'S CONTACT CENTRE

Whether you have a small team of telephone based employees or an established contact centre, Sole-Aero's Hosted Telephony enables you to deliver comprehensive contact centre capability to these staff to improve the service you deliver to your customers.

Key capabilities provided include:



Automated Call Distribution

With Sole-Aero's Contact Centre you gain full control of how every call into your organisation is handled, defining not only how calls are routed but also how these calls are distributed across your customer facing staff. Given the hosted nature of Sole-Aero this enables you to pool resources across multiple locations ensuring maximum productivity and reducing call answer time.



Call Queuing

Sole-Aero enables you to handle peaks in inbound call volumes by queuing calls waiting for an operator or agent to become available. By combining this with voice announcements and prompts, you are able to professionally manage callers held in a queue and even offer self-service options.



Cloud Based Recording

With Sole-Aero's Contact Centre you have the option to record the interactions that you have with your customers either for quality purposes or for greater protection around telephone-based transactions. Sole-Aero's Call Recording enables you to define which calls are recorded and for these to be retrieved and played-back through an intuitive web-based interface.



Screen Pop & Desktop Integration

Through standard connectors, Sole-Aero's Contact Centre can be easily integrated into your desktop environment enabling information about the caller to be automatically popped onto the agent's screen as the call is delivered, consequently improving efficiency and enhancing the customer experience.



Real-Time Monitoring

By leveraging Sole-Aero's Contact Centre you gain real-time information on your contact centre operation. Real-time dashboards can be tailored to match your key performance indicators providing you with key information on how you are performing now. This allows you to better manage your operation by having this key real-time visibility.



Comprehensive Reporting

Sole-Aero's Contact Centre also provides you with comprehensive historic reporting enabling you to understand call patterns and customer demands. This enables you to be more effective in planning the resources you require to meet your customer needs.

The Sole-Aero's Wallboard solution will provide extensive real time reporting and gui interface on both incoming and outbound calls.

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Waiting Now 2	Longest Waiting 00:00:04	Answered Now 9	Inbound Calls 704
Inbound Answered 602	Inbound Abandoned 102	Avg Answer Time 00:00:23	Service Level 16.8%
Outbound Calls 121	Outbound Answered 104	Total Talk Time 04:07:32	Avg Talk Time 00:01:40
Open In Queue 0	In Queue 0	Time On Hold (Queue) 00:00:00	Time On Hold (Agent) 00:00:00

Agent	Description	In	In Acc	Out	Out Acc	ABX	ACD Status	In Queue	Out Queue
1	Agent	1000	1000	1000	1000	0	0	0	0
2	Agent	1000	1000	1000	1000	0	0	0	0
3	Agent	1000	1000	1000	1000	0	0	0	0
4	Agent	1000	1000	1000	1000	0	0	0	0
5	Agent	1000	1000	1000	1000	0	0	0	0
6	Agent	1000	1000	1000	1000	0	0	0	0
7	Agent	1000	1000	1000	1000	0	0	0	0
8	Agent	1000	1000	1000	1000	0	0	0	0
9	Agent	1000	1000	1000	1000	0	0	0	0
10	Agent	1000	1000	1000	1000	0	0	0	0
11	Agent	1000	1000	1000	1000	0	0	0	0
12	Agent	1000	1000	1000	1000	0	0	0	0
13	Agent	1000	1000	1000	1000	0	0	0	0
14	Agent	1000	1000	1000	1000	0	0	0	0
15	Agent	1000	1000	1000	1000	0	0	0	0
16	Agent	1000	1000	1000	1000	0	0	0	0
17	Agent	1000	1000	1000	1000	0	0	0	0
18	Agent	1000	1000	1000	1000	0	0	0	0
19	Agent	1000	1000	1000	1000	0	0	0	0
20	Agent	1000	1000	1000	1000	0	0	0	0
21	Agent	1000	1000	1000	1000	0	0	0	0
22	Agent	1000	1000	1000	1000	0	0	0	0
23	Agent	1000	1000	1000	1000	0	0	0	0
24	Agent	1000	1000	1000	1000	0	0	0	0
25	Agent	1000	1000	1000	1000	0	0	0	0
26	Agent	1000	1000	1000	1000	0	0	0	0
27	Agent	1000	1000	1000	1000	0	0	0	0
28	Agent	1000	1000	1000	1000	0	0	0	0
29	Agent	1000	1000	1000	1000	0	0	0	0
30	Agent	1000	1000	1000	1000	0	0	0	0
31	Agent	1000	1000	1000	1000	0	0	0	0
32	Agent	1000	1000	1000	1000	0	0	0	0
33	Agent	1000	1000	1000	1000	0	0	0	0
34	Agent	1000	1000	1000	1000	0	0	0	0
35	Agent	1000	1000	1000	1000	0	0	0	0
36	Agent	1000	1000	1000	1000	0	0	0	0
37	Agent	1000	1000	1000	1000	0	0	0	0
38	Agent	1000	1000	1000	1000	0	0	0	0
39	Agent	1000	1000	1000	1000	0	0	0	0
40	Agent	1000	1000	1000	1000	0	0	0	0
41	Agent	1000	1000	1000	1000	0	0	0	0
42	Agent	1000	1000	1000	1000	0	0	0	0
43	Agent	1000	1000	1000	1000	0	0	0	0
44	Agent	1000	1000	1000	1000	0	0	0	0
45	Agent	1000	1000	1000	1000	0	0	0	0
46	Agent	1000	1000	1000	1000	0	0	0	0
47	Agent	1000	1000	1000	1000	0	0	0	0
48	Agent	1000	1000	1000	1000	0	0	0	0
49	Agent	1000	1000	1000	1000	0	0	0	0
50	Agent	1000	1000	1000	1000	0	0	0	0

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