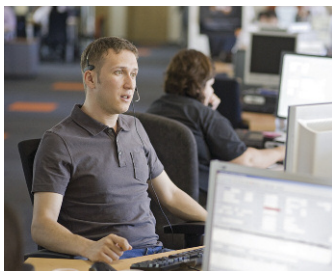




Contact Center Access



wherever your customers are,
wherever your contact centers
are, we bring them together

**stay close to your
customers** everywhere
you do business

With the ever increasing trend towards global expansion, businesses are needing to be present anytime and anywhere in the world. But success in this global marketplace means being close to your customers in every country where you operate and offering them a consistent inbound service for contacting your customer support specialists.

Contact Center Access from Orange Business Services lets you connect your contact center services worldwide under one contract, so you can operate at a global level but appear local to your customers, no matter where they might be.

**Business
Services**



broadest reach

Our Contact Center Access service is available in **120 countries with a single contract** and a choice of access numbers:

- toll free (0800XXX) call collection in 120 countries
- PSTN call collection in 70 countries
- UIFN (+800XXX) Universal International Freephone Numbers in more than 50 countries
- toll-share/revenue-share access numbers in more than 20 countries

In addition to our recognized leadership position and coverage in major markets, we're also strongly focused on **expansion in high-growth markets**. As such, we can help make your contact centers easily accessible in the regions that may be strategic for your business, like Africa, Latin America and Asia (China and India, for example).

We also offer a complete range of call delivery facilities, from basic delivery to your direct inward dialing (DID) numbers to the latest **SIP trunking** technology.

simplicity and efficiency

Enjoy a more efficient and easy-to-manage solution when you choose Orange Business Services as your single, global supplier. Thanks to our international footprint and local presence, we'll handle all your call routing from end to end and deliver a consistent service wherever your contact centers and customers are located. To help you monitor your service, you'll have online access to real-time centralized views of traffic patterns and call efficiency.

implementation and portability

Stay close to your customers even while implementing your new contact center strategy. We know the importance of maintaining strong customer relationships, especially during transition. So we follow our proven methodology to ensure a smooth migration, even keeping your existing contact center numbers, wherever possible. And our continued expansion in number portability coverage helps to ensure that your new service is fully transparent to your customers.

real-time routing management

Simply and dynamically manage call routing in real time to deal with maintenance periods or unexpected events that generate traffic spikes. Our easy-to-use Web interface provides flexible intelligent network routing by time of day, country of origin, etc., as well as emergency routing plan management, which enables you to have your back-up routing configuration ready for activation in seconds.

competitive global pricing

Provide the support that your customers want while optimizing your calling costs in line with your contact center strategy. You'll enjoy the simplicity of global pricing and reduced call-collect charges as a result of our local presence and buying power in more than 160 countries.

As a global service integrator and service provider, we're well-placed to help you offer the best possible customer relationship experience worldwide.

good to know

Contact Center Access is natively integrated with all of our contact center added value services, including interactive voice recognition solutions, contact center cloud-based services and more.



for more information about Contact Center Services from Orange, contact your local account team or visit our website at: www.orange-business.com

Business
Services

orange™