

Flexible Contact Center

offer a faster response and more personalized service across multiple contact channels



How can you optimize a growing volume of contacts through different channels while guaranteeing quality and avoiding heavy investments? And concentrate on your core business instead of infrastructure complexity?

**Business
Services**



adaptable multi-channel solution

Flexible Contact Center gives you a single tool to respond to your customers easily and efficiently. Thanks to the advanced multimedia platform, you can receive, qualify and direct requests to the right place whatever the channel (voice, email, chat and call-back). If you need to make any modifications, such as adding agents, you can do so at a moment's notice, which means you can adapt quickly to contact peaks and changes to your organization.

all agents across all sites

The solution is fully integrated with our global, secured MPLS network and includes international call collection, qualification, distribution and delivery. Each contact can be routed according to either the availability or the expertise of your agents regardless of where they are located, so you can arrange your employees efficiently across one or many sites. Since the solution is virtual, it can be accessed securely via the Internet, letting you instantly include remote and home-based agents.

better quality and efficiency

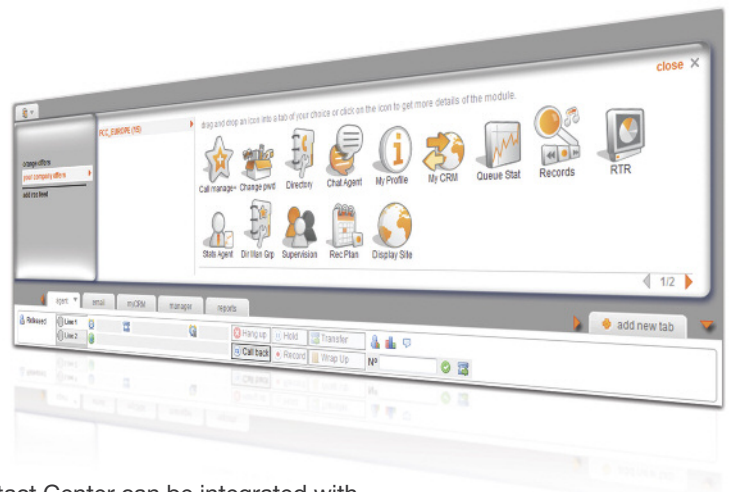
Dynamic qualification, distribution and text-to-speech functionality let you automate simple requests and reduce the waiting time for your customers, while your agents can focus on resolving more complex issues. The solution uses the latest call quality and efficiency techniques to give your customers the best possible experience.

optimized costs

Easy and quick to set up, Flexible Contact Center requires no hardware or software investment and no installation of special equipment. You can integrate a range of PBXs and use the softphone feature to significantly reduce your capital expenditure.

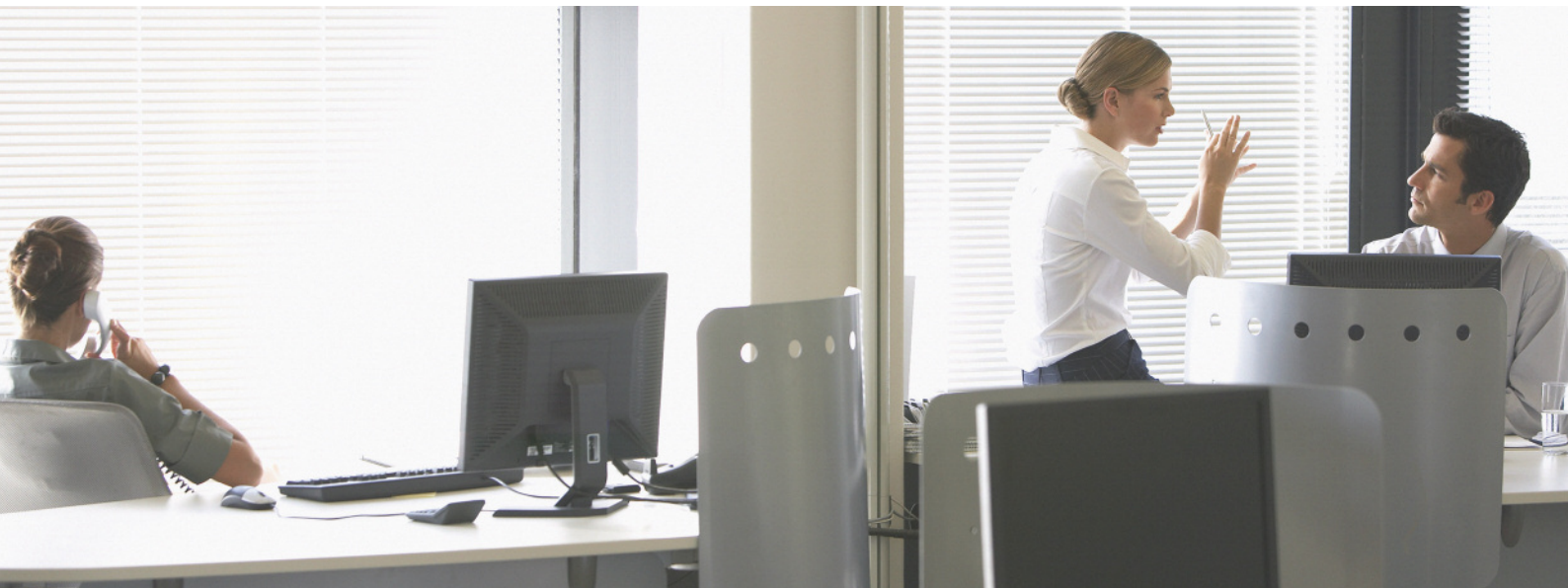
state-of-the-art agent tool

Your agents will find the workspace intuitive and easy to use for inbound and outbound communications whatever the channel. It provides all the features of a traditional portal (accessible via a URL) plus a larger range of functions for your supervisors and administrators. This includes personalized desktops – including access to a large library of widgets – schedule and message management and real-time and historical statistics. Flexible Contact Center can be integrated with other CRM tools to boost your customer insights, service and cross-selling opportunities.



all supported by our expert teams

We will proactively manage your solution – from network access to service implementation and ongoing operation – which means you'll benefit from the very latest advancements in customer relationship management without having to invest in specialist IT resources.



all about **the benefits**

for you

- productivity gains through better resource allocation and higher numbers of contacts processed
- ability to adapt your organization to activity changes using the administration tools and flexibility to accommodate more positions, channels and features as your business grows
- financial gains through a single interface for processing contacts with no hardware investment or additional transfer costs
- increased visibility and insight of your customers, leading to cross-sell/up-sell opportunities

for your agents

- intuitive and easy-to-use solution: during recent user testing, nine out of ten agents could use the desktop instantly with no prior training
- enhanced tools to resolve contacts more efficiently and meet your customers' expectations

for your customers

- faster answers and access to expertise
- a greater choice of ways to contact you

with a little **help from the cloud**

- optimized infrastructure and management
- real-time incident management and recovery
- overview of activity performance to help you anticipate peaks and changes
- fast deployment of a new contact center in just a few days
- quick changes: instantly add, modify and delete positions
- no on-site equipment or investment
- access to innovations and upgrades as soon as they're available

Orange Business Services **at a glance**

Our cloud-based and multi-channel contact management solution offers you a unique combination of leading-edge technology and flexible pricing – all from a provider trusted for our managed services expertise:

our network

- seamless worldwide voice and data network with call collection coverage in 110 countries
- leading MPLS, SIP-converged virtual private network
- leader in Gartner, Inc.'s Magic Quadrant for Global Network Service Providers, Pan European Network Service Providers, and Communications Outsourcing and Professional Services, worldwide

our skills

- more than 20,000 staff and 600 contact center experts dedicated to making your business life easier
- more than 90,000 contact center positions managed worldwide and carrying five billion minutes per year
- support activities ranging from mail order sales to banking and including the service industry, tourism and the public sector
- five major service centers and 24 regional service centers with 24x7 support in more than 30 languages

our commitment

Our turn-key Flexible Contact Center solution requires no hardware investment on site and provides a single point of contact during the rollout and operational phases. We fully certify and manage the deployed solution, underpinning all elements of your network access and service with global performance and availability SLAs.

best cloud service

Flexible Contact Center was awarded best cloud service at the 15th annual World Communication Awards. With Orange, you have a leader for cloud-based contact center.



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

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