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OPUS BUSINESS SYSTEMS LIMITED

 **GOV.UK** Digital Marketplace

G-Cloud 15 Fiveg Service Definition

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OPUSTM

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Distribution List

Name	Role	Representing
Jenny Critchfield	Bid Director	Opus

Change Control

The document and its associated procedures, templates and diagrams are created and maintained by Opus Business Systems Limited trading as Opus Telecoms (Opus). When a change must be made, Opus will record and agree the change with the Framework team manager and a note will inform all in the distribution list that a change has occurred. Opus will periodically update this document to reflect agreed changes.

A 2-part issue number consisting of a major issue number and a minor revision number (m.n) indicates the issue level of this document. Major revisions to the document are identified by a minor revision number zero (1.0, 2.0, etc.). Draft issues are indicated by an alphabetic revision level (e.g. 0a, 0b, etc. or 1.0a, 1.0b etc. or 1.1a, 1.1b etc.). The alphabetic revision level reflects the progress of the document through draft stages. Once a draft revision has been reviewed and approved for issue at a minor or major revision level, the document is created at that revision level and approvals recorded.

Amendment Record

Version	Date	Status	Comments
1.0	27/01/2026	Issued	First Release

About Opus

Opus stands as a prominent UK-based provider of unified communications, collaboration, contact centre, and remote working solutions. With our headquarters located in Surrey, our dedicated team of over 120 highly skilled technical consultants, project managers, and account management specialists has successfully served more than 2,500 customers. Collaborating closely with you, we strive to gain a comprehensive understanding of your requirements, enabling us to deliver tailored telephony and IT solutions that elevate your service quality, optimise operational costs, and boost staff productivity.

Opus takes immense pride in our extensive collection of industry accolades, solidifying our position as one of the premier managed service providers (MSP) in the UK. Our commitment to excellence is further underscored by our ISO9001, ISO14001, ISO27001, and Cyber Essentials Plus accreditations, demonstrating our steadfast dedication to maintaining the highest standards of quality and security.

A key strength of Opus lies in its independence, which empowers us to offer impartial advice and recommendations regarding the most suitable hardware, software solutions, and cost-effective business-class network providers. We supply business communications solutions that are built to withstand the rigorous demands of our customer's organisations, ensuring robustness and reliability in every aspect.

Celebrating Our Best Companies Achievement

Best Companies Accreditation is one of the most respected benchmarks for workplace excellence in the UK. This recognition is based entirely on employee feedback, measured through Best Companies' unique BCI scoring framework. It represents the highest standard for organisations that truly put their people first.

Accredited organisations meet rigorous criteria through anonymised survey data and the BCI scoring system, earning official recognition for their commitment to employee engagement. For Opus, this accreditation reflects our unwavering dedication to creating a culture where our people thrive. It demonstrates that workplace engagement isn't just a priority—it's a vital part of our success.

Opus has been recognised for the second time as '3 Star – World Class' in our 2025 Best Companies survey, and at the Best Companies 2025 Big Reveal Event in November, Opus was proud to achieve the following outstanding results:

- No. 1 in the Business Services category
- No. 5 among companies in the South East
- No. 6 in the UK Mid-Sized Companies rankings



These accolades highlight our commitment to fostering an exceptional employee experience and reinforce our belief that engaged teams drive exceptional outcomes.



Our Story

Established in 1992 under the visionary leadership of our Chief Executive, Michael O'Donnell, Opus has evolved into a thriving organisation while preserving the ethos of a compassionate, customer-centric business. Our unwavering commitment to our people lies at the core of everything we do, fostering an environment where they can flourish and excel with ample support.

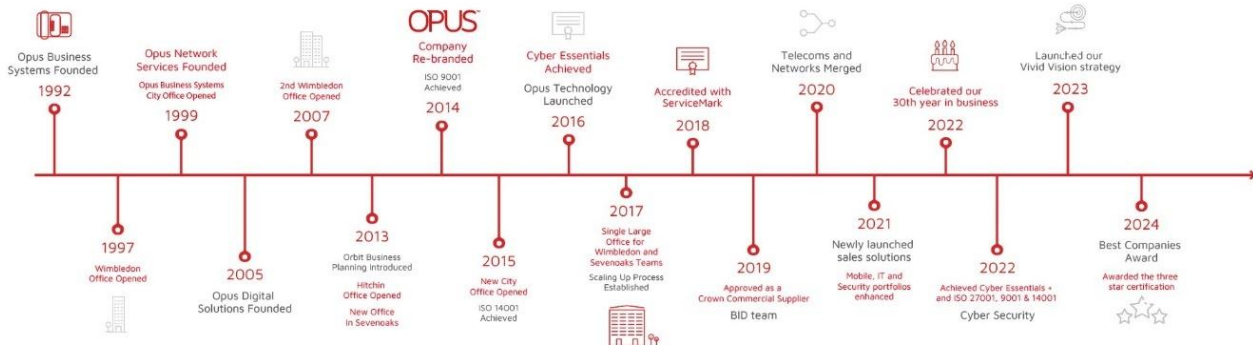
Inspired by his own quest for a communications company that could meet his specific needs, Michael founded Opus with a clear vision: to provide personalised, expert support - an aspect that remains integral to our operations to this day.

At Opus, we are driven by the goal of comprehending our clients' strategic objectives and crafting tailored technology roadmaps to accompany them on their unique journey. Our team of highly qualified solution designers, engineers, project managers, and account managers based in the UK are dedicated to delivering optimal results.

Our services are backed by accreditation from the Institute of Customer Services, ensuring that our customers consistently receive superior service and support. This accreditation serves as a testament to our unwavering commitment to providing exceptional experiences at all times.

Opus thrives on fostering close working partnerships with world-class, industry leading product suppliers. This strategic collaboration grants us access to rapid and reliable industry knowledge and the latest technologies, while also providing the commercial flexibility afforded by a diverse range of vendors.

Our History



Our Partners

Opus brings together a carefully curated selection of top-tier products and services, seamlessly integrating them into comprehensive, end-to-end solutions that are fully managed and supported for our valued customers.

Our commitment to excellence is reflected in our strategic partnerships with a select few industry-leading manufacturers. These trusted relationships are built on strong foundations, enabling us to collaborate closely and deliver reliable solutions that exemplify the very best in their respective fields. By handpicking our partners, we ensure that we can provide purposeful technology solutions that meet the unique needs of our customers.

Working in tandem with our partners, we actively engage in understanding and shaping the development of new services. As a trusted technology partner, we empower our clients to make

informed decisions about the technologies they adopt, guiding them towards optimal solutions that align with their goals and objectives.

We are dedicated to attaining the highest level of accreditation with all our vendor partners. This commitment equips us with the expertise and resources needed to consistently deliver the highest standard of service and support to our customers. By staying at the forefront of technological advancements and maintaining strong relationships with our partners, we ensure that our customers receive industry-leading solutions and unparalleled support throughout their journey with Opus.

Best Practice

Our knowledge and experience mean that more projects succeed, and more customer expectations are met.



Social Value

Opus is currently progressing towards B-Corp certification and has entered the verification stage of our application. As part of this journey, we have streamlined processes to better reflect and optimise our core values. Our policies place stakeholders and shareholders at the forefront, with a strong commitment to generating a positive social and environmental impact.

We provide our staff with opportunities to volunteer within their local communities or near our head office in Reigate. Additionally, we have identified and support specific charities that align with our values. Our commitment to charitable activities is growing, and we expect this trend to continue as our business expands. We have established a long-term relationship with one charity for over a decade and are cultivating connections with two more.



Driven by our CEO, our philanthropic efforts include a sponsored STEM scholarship, reflecting our desire to support industry development. For over 11 years, we have supported Polar Bear International, which works to conserve sea ice and provide global best practices.



We also support Renewed Hope, a local food bank and support service for the homeless and vulnerable, and The Lucy Rayner Foundation, a staff-selected mental health charity that offers workshops and training for our staff.



We are deepening our relationships with these charities to develop unique projects aligned with our core values. Throughout the year, we have supported several additional charities, including The Samson Centre, Against Breast Cancer, a local SEN nursery, and a local girls' football team, contributing over £23,000 in charitable donations.

Our engagement extends to our suppliers and customers, encouraging them to join us in our charitable ventures—a focus we plan to expand over the next five years. We actively collect feedback from our staff on volunteering opportunities and charity selections, as well as from the charities themselves, helping us understand our impact and improve our efforts for the next financial year.



We assist our customers to maximise social, economic, and environmental wellbeing of local communities in accordance with The Public Services (Social Value) Act 2012, The Procurement Reform (Scotland) Act 2014 and The Wellbeing of Future Generations (Wales) Act 2015. We have a direct responsibility to the communities in which we operate to maximise social value in terms of economic, social, and environmental wellbeing. We conduct our business socially and ethically. We obey the law, encourage universal human rights, and protect the environment. We aim to create an environment that not only embraces creativity and diversity but is financially rewarding for the people who believe in us.

Opus and Five9



At Opus, our relationship with Five9 is grounded in a shared commitment to delivering impeccable customer service solutions. We're proud to be one of Five9's leading partners in the UK, offering their full portfolio of cloud-based contact centre solutions to our clients. Our collaboration with Five9 began in 2023 and allows us to provide our clients with cutting-edge technology that enhances efficiency and improves the overall customer experience. From analytics and reporting to workforce management and intelligent virtual agents, Five9's platform offers a robust set of features that align perfectly with our clients' needs.

What sets Five9 apart is its flexibility and scalability, allowing us to tailor solutions to fit the unique requirements of each client without the need for costly infrastructure investments. This adaptability enables our clients to stay agile and responsive to changing customer demands.

Our relationship with Five9 is built on trust and reliability. Knowing that we have the support of a market leader like Five9 gives us the confidence to tackle any challenge and deliver exceptional results for our clients.

In summary, our partnership with Five9 enables us to deliver innovative solutions that drive real business outcomes for our clients, all while providing the reliability and support they need to succeed in today's competitive landscape.

Services Overview

Introduction

Solution Bundles

Fiveg helps you keep your CX promise by modernising your contact centre through the power and agility of the Fiveg Intelligent CX Platform. Whether you want to digitally transform your business by utilising digital omnichannel tools to engage with customers, manage onsite or remote teams with intuitive workforce optimisation tools, or streamline how everyone works through automation, Fiveg has a solution bundle to fit your needs.

Digital-Only Bundle – Digital

Get all the essential tools your teams need to operate a best-in-class digital-only global contact centre.

- Support thousands of concurrent agents located anywhere in the world.
- Leverage inbound and outbound communications to maximise agent productivity.
- Identify successful outcomes and areas of improvement with powerful, real-time reporting and administrative tools

Core Bundle – Voice

Get all the essential tools your teams need to operate a best-in-class voice-only global contact centre.

- Support thousands of concurrent agents located anywhere in the world.
- Leverage blended inbound and outbound calling to maximise agent productivity.
- Identify successful outcomes and areas of improvement with powerful, real-time reporting and administrative tools.

Premium Bundle – Digital Engagement

Get all the capabilities of the Core Bundle plus chat, email, and essential quality management.

- Create a fluid customer experience with complete context and continuity across channels — never interrupting their journey.
- Gain supervisor-enabled capabilities to maximise agent performance on digital channels.
- Use Essentials QM to help evaluate the entire customer experience for better outcomes, trends, and customer insights

Optimum Bundle – Workforce Optimisation (WFO)

Get all the capabilities of the Premium Bundle plus enterprise WFM and QM to manage and motivate onsite or remote teams.

- Improve staffing accuracy with workforce management.
- Maximise agent performance with quality management.
- Reach out to customers proactively to reduce inbound traffic and enhance the customer experience.

Ultimate Bundle – Analytics

Get all the capabilities of the Optimum Bundle plus analytics.

- Understand reasons customers contact your business.

- Enhance productivity and results of your QM program.
- Drive continuous improvement with insight into operational performance

Fiveg offers five pre-configured solution bundles to make it easy for you to select the right value to meet your needs, while giving your organisation the flexibility to add new applications and capabilities as your business grows.

Digital-Only – Digital Contact Centre

Deliver exceptional CX for digital-native customers.

Core – Voice Contact Centre

Get a foundational platform for an inbound, outbound, or blended voice contact centre.

Premium – Digital Engagement

Get everything in Core plus omnichannel digital and voice to connect and communicate with customers in their channel of choice.

Optimum – Workforce Optimisation

Get everything in Premium plus tools for quality and workforce management.

Ultimate – Analytics

Get everything in Optimum plus analytics and automated quality management.

Solution Bundles Value Lineup

	Digital Digital-Only	Core Voice Contact Centre	Premium Digital + Voice	Optimum Digital + Voice + WEM	Ultimate Digital + Voice +WEM + Analytics
Channels					
Voice		✓	✓	✓	✓
Chat	✓		✓	✓	✓
Email	✓		✓	✓	✓
SMS/MMS	✓				
Social Messaging	✓				
Essential Functionality					
Blended Inbound/Outbound	✓	✓	✓	✓	✓
Agent Desktop	✓	✓	✓	✓	✓
Geo Redundancy	✓	✓	✓	✓	✓
Recording	✓	✓	✓	✓	✓
Dialler		✓	✓	✓	✓
Workforce Engagement					
Essentials QM			✓		
Enterprise QM				✓	✓
Enterprise WFM				✓	✓
Interaction Analytics					✓

	Digital Digital- Only	Core Voice Contact Centre	Premium Digital + Voice	Optimum Digital + Voice + WEM	Ultimate Digital + Voice +WEM + Analytics
Workflow Automation					
Full Platform	✓	✓	✓	✓	✓
Support					
24/7 Word Class Support (Subject to SLA)	✓	✓	✓	✓	✓

Universal Add-Ons

Artificial Intelligence

Intelligent Virtual Agent

Deliver answers to common questions and solve customer problems with an intelligent virtual agent built on the latest AI communication technology.

Agent Assist

Increase agent efficiency with real-time transcription and call summarisation. Management Admin & Supervisor Consoles Web-based applications let you configure and manage contact centre operations (Admin) and view real-time statistics, manage campaigns, and monitor agents (Supervisor).

Admin Assist

A turnkey managed service offering provides technical assistance with administrative moves, adds, changes, and delete activities

Digital Engagement

SMS

Stay highly responsive and engaged with customers by filtering and intelligently routing SMS messages to the best possible agent and tracking progress from initial message to resolution.

Video

Shorten resolution times and create better experiences by letting your customers show and share their problems with agents in real time.

Social

Automate the process of interacting with your socially engaged customers to ensure prompt and consistent responses.

Digital Outreach

Automate follow-up when calls fail by providing automated outreach through email, SMS, or social to let your contacts know you missed them

Connectivity; Security; Toll-Free (TFN) and Direct Inward Dialling Numbers (DIDs)

Turn to a point of contact within the Fiveg telecom department that coordinates all your telecom activities. This is supported by the Opus managed SBC SIP trunk licensing feature.



CRM Connectors

Benefit from pre-built integrations with leading CRM solutions including Salesforce, ServiceNow, Microsoft, Oracle, and Zendesk

Workforce Optimisation WFO Recording Data Protection

Get a protective layer of security to prevent exposure of valuable customer data and assist with PCI and HIPAA compliance.

Essentials WFM

Plan, optimise, and manage your workforce with a single WFM solution that is interactive and customisable for end users.

Performance Dashboard

Leverage real-time dashboards and wallboards that provide holistic reporting from all of your disparate systems to understand contact centre performance.

Gamification

Provide a variety of rewards to motivate agent behaviour, increase engagement, reinforce training, and improve productivity.

Payment & Storage

Extra Storage Extend the length of time critical customer information is stored for governance and regulatory purposes.

Secure Pay

Collect payments and securely send the payment information directly to the payment processor.

Feature overviews

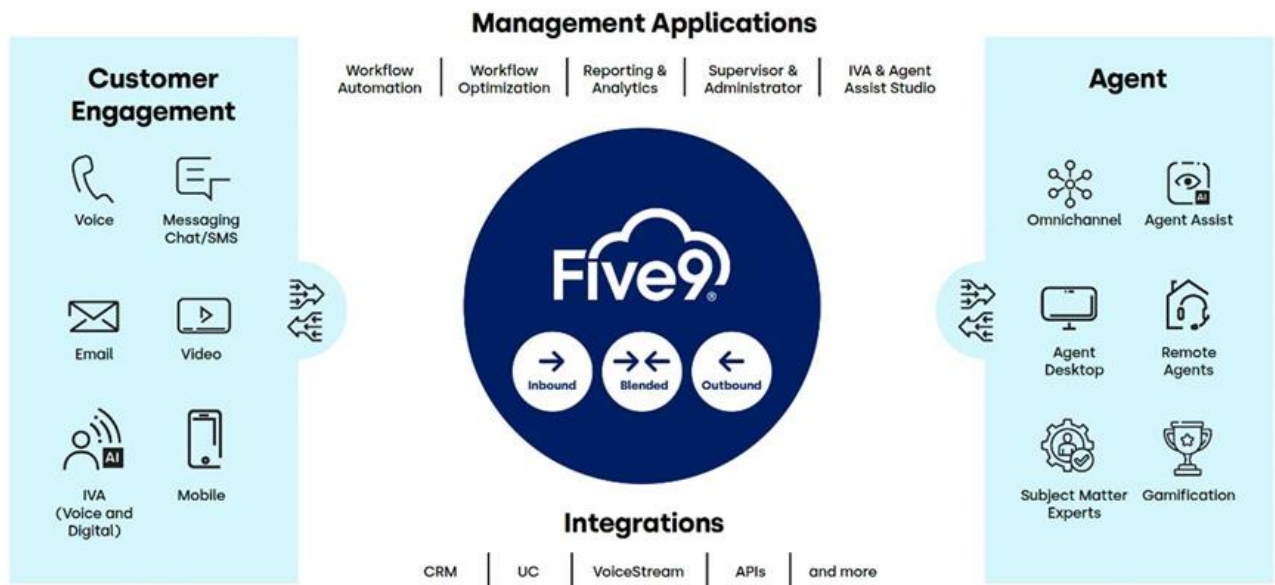
The VCC solution, powered by Fiveg, offers organisations of all sizes the speed, scalability, and agility to deliver fluid experiences that empower agents and delight customers — all while providing the analytics and insights needed to drive meaningful business outcomes.

From a few agents at home or in a corporate office, to thousands of simultaneous, concurrent agents situated around the world, The VCC solution scales to meet the needs of all sizes of contact centres today and tomorrow. By combining the power of human and artificial intelligence and leveraging the strength of the VCC people, platform, and partners, we create collaborative intelligence.

We provide the core contact centre technology with AI and automation embedded where it matters most. The VCC solution goes beyond industry-leading carrier-grade voice. VCC CCaaS provides digital engagement channels, real-time analytics and reports, workflow automation, workforce optimisation, intelligent virtual routing and virtual agents, practical AI, pre-built adapters for customer relationship management (CRM) and unified communications (UC) systems, and more, to create added human customer-service experiences, engage and empower agents, and deliver tangible business results. Designed to be reliable, secure, compliant, and scalable, the VCC platform helps contact centres increase productivity, be agile, boost revenue, and create customer trust and loyalty.

With VCC, you can deliver exceptional customer experiences with consistency and high quality, no matter what the future holds. Agents can log in from anywhere with just a computer, a headset, and a high-speed internet connection. Supervisors can manage, monitor, and empower agents with helpful, real-time workforce optimisation tools. And business leaders can identify trends, make faster decisions, and better integrate data from the contact centre into the broader enterprise.

The Intelligent Cloud Contact Center

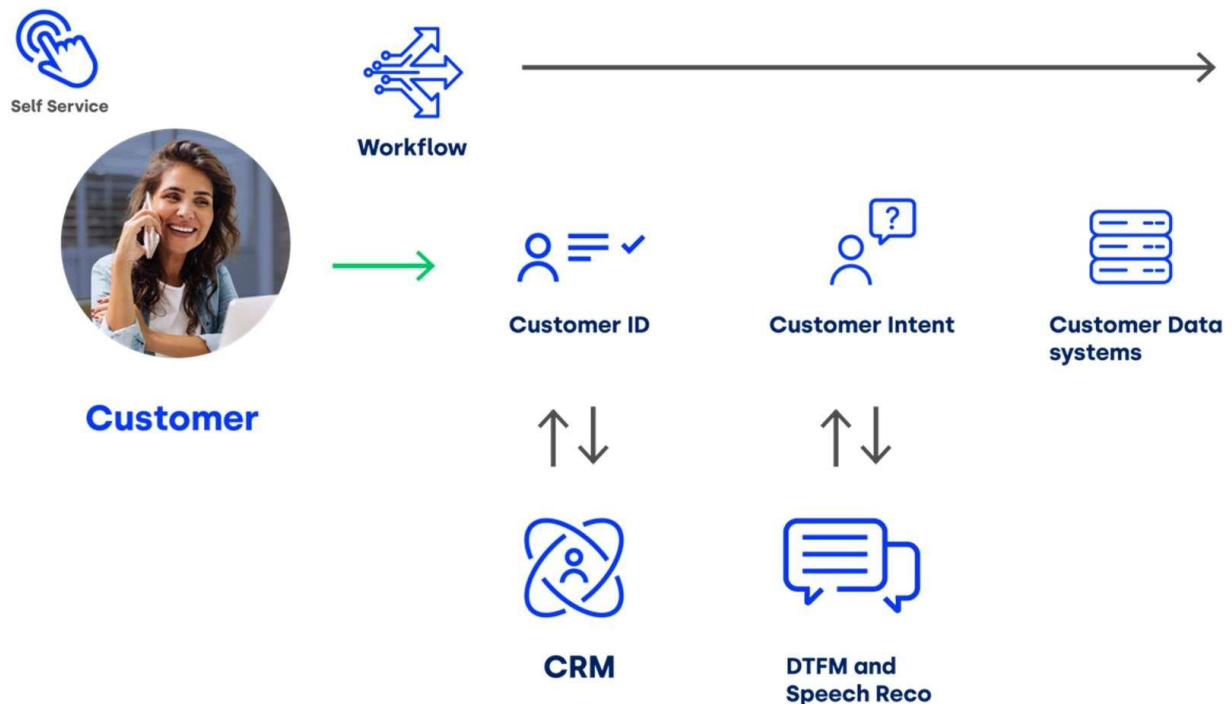


Solution

VCC Inbound Voice

VCC Inbound Voice offers all the functionality and benefits of an on-premise contact centre infrastructure without the cost, deployment delays, or integration headaches. VCC provides important advantages to your customer support operations:

- Greater business flexibility
- Increased operational control
- Enhanced customer satisfaction



Advanced Routing (Automatic Call Distribution (ACD))

VCC allows for interaction segmentation, queuing, and routing to deliver your customers to the next available, most capable agent to handle the interaction. VCC Engagement Workflow puts control of the IVR, routing strategy, and agent guidance in your hands so you can make updates whenever they are needed.

Benefits - Create exceptional and engaging customer journeys by orchestrating routing strategies, IVR and IVA self-service, and agent guidance.

Priority Routing

Prioritise calls based on criteria such as customer data, IVR outcomes, time in queue, and more.

Benefits - Align your cloud ACD functionality to your business objectives and success metrics.

Time-of-Day Routing

This provides scheduling features based on the business rules you determine.

Benefits - Contact centre operations are aligned to your hours of operation, holidays, and other events.

Queue Callbacks

Give customers an option to hang up and automatically receive a callback when their position arrives in queue.

Benefits - Eliminate long queue wait times and improve the customer experience during peak call volume periods while managing the productivity of your agents.

Voicemail Routing

Route voicemails to a group of appropriately skilled agents during quiet periods for inbound and outbound calls.

Benefits - Accelerate return calls by automatically routing customers' messages to specific queues.

Incoming Call Whisper

A custom prompt gives the agent context for the incoming call, including the name of the associated program or campaign.

Benefits - Improve campaign and customer management, particularly when agents work from multiple queues supporting multiple campaigns, to provide a more human experience.

Distribution Algorithms

Define how the system selects the next agent to whom a call will be delivered — from the longest wait, by priority, or to minimum calls handled, in which the ACD prioritises agents who have received fewer calls.

Benefits - Give administrators flexibility and control over how the ACD selects the next agent for call delivery when there is more than one agent available, or which call to assign an agent when one becomes available.

Skills-Based Routing

Determine customer intent and route the customer to the right resource based on skill to help them continue their customer journey.

Benefits - Empower your agents so they understand customer intent and can accelerate the customer journey to the right outcome.

Web Callback

Automatically gather lead records from websites, web forms, and other lead management applications and insert records into the VCC call list for immediate sales follow-up.

Benefits - Help increase close rates by providing your agents with all the information about the lead.

Call Recording

Capture stereo call recordings for inbound or outbound calls. Rules-based recording and upload with support for multi-segment calls and associated metadata is supported.

Benefits - Monitor and manage the quality of your contact centre operations, ensure a positive customer experience, verify sales transactions, reduce liability, resolve customer issues, and comply with regulatory and legal requirements.

Real-Time Reporting

Supervisors can operate the contact centre more effectively by monitoring contact centre statistics and key performance indicators (KPIs), personalising their views and alerts, and seeing real-time information in the VCC Performance Dashboard.

Benefits - Improve supervisor reaction time to call volume statistics and agent and queue management.

Historical Reporting

Supervisors and administrators can view and export 150 standard reports on calls, campaigns, call dispositions and outcomes, dialling lists, and users.

Benefits - Improve forecasting and provide a repository for reports and KPIs.

Custom Reports

Create custom tabular, summary, or matrix reports based on multiple criteria and time periods. Include specific columns, filter criteria, and summarisation.

Benefits - Enable greater contact centre performance insight and flexibility for users to tailor the reporting application to their specific needs or role.

Agent Scripting

Provide automated scripts for both inbound and outbound calls, along with branching logic and forms, to manage complex interactions and save important information about the call or caller.

Benefits - Ensure relevant conversations with your customers and consistent messaging for each campaign while enhancing agent productivity.

VCC Managed SBC & SIP Trunk Bundles

The managed Enterprise grade SBC provides a secure and compliance On Net SIP connectivity to the Five9 VCC Platform delivering SIP trunks with optional UK free call bundles to UK local, National & UK mobiles.

Benefit- Provides telephony options including SIP porting of any current DDI ranges and On Net connectivity within the VCC solution, this also allows enhanced network-based routing such as SIP

Trunk Manager options. This can also include integration options into any back-office UC functionality, such as MS Teams.

SIP In & Outbound

PSTN connectivity using Opus Managed SBC & SIP connectivity.

Additional Functionality

Interactive Voice Response (IVR)

VCC IVR enables customers to self-serve over the phone with DTMF and visual IVR on the web or mobile devices.

Benefits - Help your customers solve problems faster using self-service, freeing your agents to focus on higher-value interactions and boosting your customer satisfaction scores.

VCC Analytics

Built-in business intelligence tools with an analytics-ready, curated data repository give you the flexibility to monitor and measure the metrics important to your organisation's success. Promote databased decisions at all levels with visual reports and dashboards as well as data exploration capabilities.

Benefits - Give users the information they need to make enlightened decisions and improve performance.

VCC Intelligent Virtual Agent (IVA)

VCC Intelligent Virtual Agent (IVA) leverages AI innovations to automate conversations and allow customers to get quick responses to common questions through intelligent self-service.

Benefits - Let the intelligent virtual agents handle common and repetitive requests, freeing up your agents to handle tasks that may need a more human touch.

AI Agent IVA Advanced

Five AI Agents redefine self-service by blending generative AI with conversational AI and Natural Language Processing (NLP). Unlock flexibility, precise control, and trust in customisable GenAI capabilities.

Our AI agents deliver hyper-personalised and natural self-service conversations, guiding customers to swift resolutions across voice and digital channels. For more complex inquiries, seamless handoff to live agents ensures a fluid experience.

Deliver Hyper-Personalised CX

Customers demand personalised interactions with automated systems that offer a human touch. By combining intent detection, entity extraction, and knowledge integration, our AI Agents can swiftly identify and resolve customer needs.

Benefits - Deliver hyper-personalised CX by understanding true customer intents

- Increase automation rates with nuanced, context-aware responses
- Achieve optimal flexibility in designing conversations that range from autonomous to scripted

VCC Agent Assist

VCC Agent Assist is a web application powered by Google Contact Centre AI that listens in on calls and provides guidance and knowledge base articles to agents in real time, based on the call context.

Benefits - Help agents to better serve the customer, increase upsell opportunities, remain compliant, and reduce the time spent on after-call work.

Customer Journey Continuity (Advanced Screen Pop, Computer Telephony Integration (CTI))

With the initiation of the call, agents receive a customer-specific screen pop displaying customer data, purchase history, and information from previous interactions — all delivered before the arrival of the interaction to the VCC Agent Desktop Plus or to a CRM environment with VCC pre-built CRM integrations.

Benefits - Enable personalised engagement with each customer and improve agent productivity by providing agents with a complete customer history to guide inbound customer service interactions and outbound sales-related calls.

Pre-Built CRM Integrations

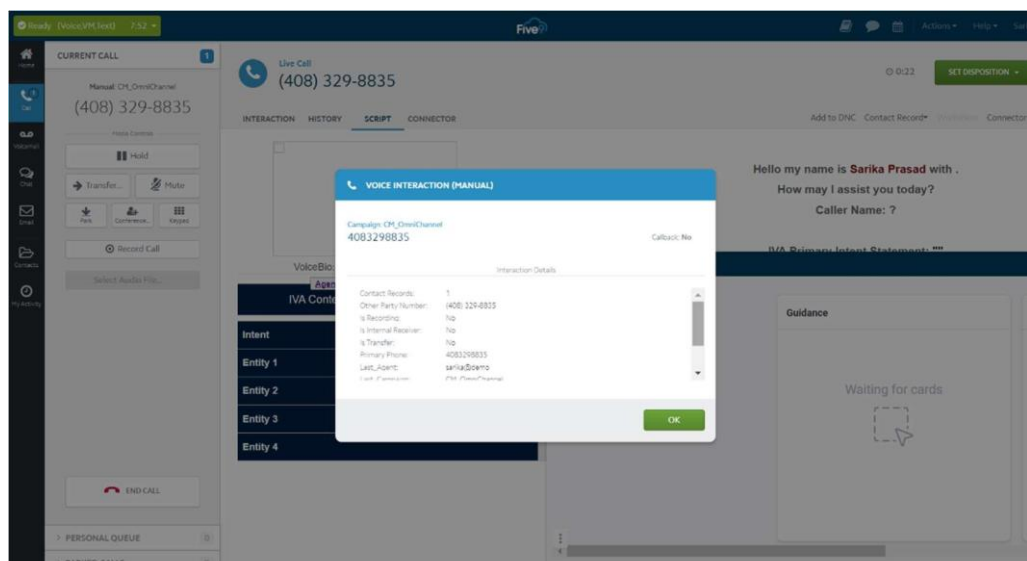
Pre-built CRM integrations with market-leading CRM applications — Salesforce, ServiceNow, Microsoft, Oracle, and Zendesk — empower users with turnkey contact centre and WFO capabilities optimised within the CRM UI of your choice.

Benefits - Leverage the power of VCC while maximising your existing CRM investment to increase agent productivity, enhance the user experience, and give your organisation a competitive advantage.

VCC Outbound Voice

VCC Outbound Voice is designed to empower agents to provide information on new products or services, follow up on a recent purchase, or remind customers of an upcoming appointment or engagement. Use VCC Outbound Voice to:

- Maximise engagement strategy and agent productivity.
- Increase customer loyalty and satisfaction through targeted outreach.
- Keep your proactive outreach compliant with regulations.
- Decrease contact centre costs.



Automated Dialler Technologies

Predictive Dialler

Automate outbound dialling and increase the amount of time your agents spend talking to real prospects and customers, instead of dialling numbers.

Benefits - Save agents time listening to unanswered calls or busy signals.

Power Dialler

Automatically dial a user-configured number of calls per available sales agent more efficiently and allow agents to focus on live connections instead of manual dialling.

Benefits - Maximise the amount of time agents spend talking to real prospects and customers.

Progressive Dialler

This automated dialling system only connects agents to calls answered by a live person.

Benefits - Get the productivity benefits of automatic dialling while ensuring each connected outbound call is delivered to an available agent.

Preview Dialling

Automatically deliver each contact record to agents based on your outbound campaign settings, business rules, and best practices.

Benefits - Agents can tailor the conversation for each call according to your history with the customer.

TCPA Manual Touch Mode

Enhance preview dialling by removing automatic dialling without agent involvement.

Benefits - Enable agents to review the contact details of pre-assigned records and then initiate dial or skip the record to increase agent efficiency and maintain compliance standards.

CRM Integrations

Pre-built integrations with industry-leading CRM solutions — Salesforce, ServiceNow, Microsoft, Oracle, Zendesk, and others — leverage the power of real-time customer data to drive greater business results and increase ROI. The integration allows agents to instantly use VCC tools directly within their favourite CRM, minimising learning curves and reducing screen switching for greater efficiency.

Benefits - Cost-effectively transform static CRM applications into dynamic customer engagement tools while delivering a superior agent experience to produce sales and support results.

Lead Management Tools

Campaign and List Management

Robust features track your sales process and produce greater efficiencies so you can:

- Automatically update dialling lists based on call outcomes.
- Increase contact ratios with local presence.
- Stay TCPA compliant with DNC list management.

Benefits - Comprehensive, automated lead management tools enable agents and inside sales teams to focus on having productive conversations that help you qualify leads and close business.

Real-Time “Do Not Call” List Management

Comply with DNC list legislation by uploading your company’s supplemental DNC list, which automatically excludes these phone numbers from your outbound calling activity. In addition, automatically track inbound DNC requests and allow agents to mark callers’ requests to be placed on the DNC list in real time.

Benefits - Stay in compliance with applicable regulations and effectively manage DNC requests.

Web Callback

Automatically gather lead records from websites, web forms, and other lead management applications and insert records into the VCC call list for immediate sales follow-up.

Benefits - Increase close rates by providing agents with all the information about the lead.

Agent Scripting

Ensure sales calls are handled consistently using flexible, integrated agent scripting with automated outbound dialling.

Benefits – Enable your agents to make more sales calls to prospects and generate more qualified leads to increase revenue.

Data Import

Import outbound calling lists and associate them to campaigns. Lists are dialled according to the order they were imported, or lists can be shuffled to randomly dial the records.

Benefits - Upload target prospect lists on the fly and accelerate your momentum by filling the sales pipeline with potential leads.

FTP Data Import

Automate the list import process by using an FTP server to store the lists, and schedule routine updates on a daily, semiweekly, or weekly basis. Use templates for mapping list fields to contact fields.

Benefits - Improve outbound campaign results by ensuring timely updates to dialling lists.

Disposition Timers and Redials

Configure each disposition with its own parameters for redial timing.

Benefits - Increase agent productivity by optimising dialling list penetration and ensuring that more live calls are handled.

Answering Machine Detection

The VCC solution has the capability to precisely detect answering machines.

Benefits - Optimise outbound call processing while delivering a more effective, complete message to the person contacted.

Automatic Voicemail Laydown

Enable B2B sales reps to select a voicemail message to leave on an answering machine and ensure the message is recorded.

Benefits - Increase the productivity of your B2B sales team by allowing reps to quickly move on to the next call while being assured that the voicemail message is recorded.

Time Sone Rules Dialling

Apply time sone filters to configure your outbound calling by area code, sip code and more.

Configure your outbound calling to comply with regulations on appropriate timeframes for campaign calling.

Vertical Dialling Mode

Maximise live connections by calling all numbers for each contact, up to three, dialled in succession.

Benefit - Multiple dialling modes give you the flexibility to empower your agents to deliver a superior customer experience.

List Penetration Dialling Mode

Process a calling list quickly by dialling the first number of each contact.

Benefits - Multiple dialling modes give you the flexibility to empower your agents to deliver a superior customer experience.

Local Caller ID

Give your campaign a local presence to increase the rate of answered calls.

Benefits - Increase your opportunities for conversion by assigning local area codes.

Standard Reporting

Supervisors and administrators can view and export 120 standard reports on calls, campaigns, call dispositions/outcomes, dialling lists, and users.

Benefits - Get actionable insights for better forecasting and leverage a repository for reports and KPIs.

Custom Reports

Create custom tabular, summary, or matrix reports based on a large number of criteria and time periods. Include specific columns, filter criteria, and summarisation.

Benefits - Achieve greater contact centre performance insight and flexibility for users to tailor the reporting application to their specific needs or role.

VCC Analytics

Built-in business intelligence tools with an analytics-ready, curated data repository give you the flexibility to monitor and measure the metrics important to your organisation's success. Promote databased decisions at all levels with visual reports and dashboards as well as data exploration capabilities.

Benefits - Give users the information they need to make enlightened decisions and improve performance.

VCC Blended

VCC Blended combines all the features of our inbound and outbound suites to ensure the optimal mix of agent productivity and customer experience by taking full advantage of the peaks and valleys in contact centre traffic.

Active Blending

Automatically move outbound agents on a per-call basis to inbound queues when traffic volume peaks.

Benefits - Adapt to traffic ebbs and flows by enabling automatic adjustments of outbound calling based on inbound call volumes.

VCC Global Voice

VCC Global Voice (FGV) makes it easy to move your voice-based customer service and sales to the cloud. FGV delivers unparalleled voice quality leveraging regional VCC voice points of presence (PoPs) to connect customers and agents with low-latency, rich, quality audio. With VCC Global Voice:

- Customers can count on a highly available and reliable global voice network across VCC data centres and localised voice PoPs.
- Capabilities and connectivity options are available from VCC global PoPs in addition to VCC data centres.
- International customers can meet compliance needs by keeping recordings in region



International Carrier Grade

Carrier-grade voice includes more than 30 carriers around the globe.

Improve voice quality in global locations by leveraging public cloud servers to terminate voice close to the agent. This eliminates poor audio connection due to voice gaps, delay, or jitter.

Localised Voice Points of Presence (PoPs)

Time-sensitive resources such as announcements, DTMF, TTS, voice prompts, voice recordings, answering machine detection, and speech recognition are operated in the local PoPs.

Benefits - Customers and agents are geographically close enough that there's no perceived delay in voice communication.

Follow-the-Sun Global Call Routing

Place agents in regions around the world to provide follow-the-sun service and support for your customers.



Benefits - Achieve the highest quality voice by leveraging follow-the-sun global routing with voice PoPs and data centres around the world.

Global Enterprise Voice Scalability

Microservice SoftSwitch instances are brought in as needed to handle voice traffic.

Benefits - Easily scale to serve customers worldwide.

Additional Voice Features

The features described in this section provide a common foundation for The Opus VCC solution and are available for all channels.

Customer Management Tools

Contact Database

Capture and manage customer data in multiple ways:

- Standard and Customised Contact Database: 10 standard customer contact data fields and the ability to add up to 45 custom fields
- Cloud APIs and Web Connectors: integration capability for proprietary contact databases
- CRM Integrations: CTI adapters for integration with market-leading CRM applications including Salesforce, ServiceNow, Microsoft, Oracle, and Zendesk

Benefits - Choose the approach that's right for your business with the visibility you need to manage sales and provide top-notch customer service.

Dispositions

Track the result of each call leveraging pre-defined system dispositions and custom results.

Assess how well your operations are handling customer needs and achieving business goals.

Callbacks

Agents have the ability to schedule a customer callback during or after a call with automated screen reminders to ensure callback completion.

Benefits - Provide customers with a more human customer service experience with specific agents.

Voicemail

Route customer voicemails to specific agents or queues where they can be processed along with incoming calls (only available for personal voicemails).

Benefits - Give your customers more customer service options and manage the routing of customer voicemail messages.

Operations Management

User Profiles

Assign roles — administrator, supervisor, agent — and reporting access, as well as user permissions, to multiple users at once.

Benefits - Accelerate deployment of your contact centre by easily assigning or changing user roles and permissions in one place.

Skill Groups

Organise agents and supervisors into skill groups and assign them to outbound campaigns and inbound call queues.

Benefits - Increase inbound first contact resolution rates and outbound sales revenues by ensuring that callers quickly reach an appropriately skilled agent.

Agent Groups

Configure organisational groupings for your agents, such as sales, service, marketing, retention, and support.

Benefits - Built-in flexibility enables you to manage your contact centre operations and align operations with your business.

Workflow Rules

Define conditional rules that execute inbound and outbound actions when events are triggered, such as stopping or starting a campaign on a specific date.

Automate operations with the flexibility to efficiently make changes to conform to changing business needs.

Internal Messaging

Leverage a set of internal communication tools including chat and internal calls among users and broadcast messaging to agents or groups.

Benefits - Keep users up to date with timely information and improve agent effectiveness when they need to discuss customer service and sales topics with other agents.

Call Priority

Assign a profile to inbound programs and outbound campaigns to designate call priority.

Benefits - Align contact centre operations to your strategic business objectives and target marketing initiatives to capture higher priority calls associated with specific campaigns regardless of when they enter a queue.

Role-Based Interfaces

Agents can view daily statistics and session history, manage live calls, communicate with other users, process voicemails, and manage the contact database. Supervisors can monitor and control agent activities, view real-time statistics, monitor calls, and communicate with other users. Administrators can configure and maintain the Opus VCC system.

Benefits - Tailor the user interface to each role to maximise productivity.

Call Monitoring

Multiple modes enable you to monitor your workforce — from silent monitoring and whisper coaching to barge-in mode and random monitoring.

Benefits - Silent monitoring and whisper coaching give supervisors visibility and flexibility to coach agents as needed to improve their skill sets and call outcomes. Barge-in mode provides ultimate control over the customer call, and random monitoring offers the ability to sample agent performance throughout your operations.

Reason Codes

Enable default or custom reason codes to track agent work states.

Benefits - Effectively track and manage your agents' time.

Security

Password Policies

User authentication allows you to specify password policies, expiration periods, password history, lockout attempts, and more.

Achieve full control over user authentication for your Opus VCC Intelligent CX Platform.

Trusted IP Ranges

For secure access to the Opus VCC platform, configure IP ranges to allow specific IP addresses or addresses within a range to access the system.

Benefits - Through IP address identification, you have additional controls for user access to the VCC solution.

Secure File Transfer Protocol (FTP)

Secure FTP is available for any file transfer operation to or from the contact centre.

Benefits - Safeguard the transfer of customer and calling list files.

Secure Real-Time Transport Protocol (RTP)

Ensure strong encryption for your agents' VoIP communications.

Benefits - Minimise the risk of malicious deciphering of your phone conversations.

Certificates for Engagement Workflow Query Data Dips

Secure Socket Layer (SSL) connections allow administrators to upload Trusted Certificates (.crt files) for use by engagement workflow web service query data dips when accessing external data sources.

Benefits - Improve security by leveraging an SSL connection to provide an encrypted link between the VCC IVR and external data sources, such as the user's web server.

Telephony and Call Control

Agent Connectivity Options

- **Softphone:** Use VoIP to deliver calls directly to a built-in softphone running on the agent's workstation.
- **Media Gateway:** This network device enables an inexpensive VoIP connection to your agents' desk phones and provides a higher level of security because it can be located outside of the firewall.
- **PSTN:** Use any direct dial number and phone to establish a connection and deliver VCC calls to your agents.

Benefits - Gain flexibility in how calls are delivered to agents.

VoIP QoS Support

VoIP Quality of Service (QoS) support is used within a converged voice and data network.

Prioritise voice traffic within a converged network.

Agent Call Control

Agents can answer, speed dial, record/pause, hold/retrieve, park/retrieve, forward or warm transfer, conference, and disconnect calls via a familiar and user-friendly softphone toolbar.

Benefits - Provide agents with complete control over each call they handle.

Call Forwarding

With permission, agents may configure an alternate phone number for call forwarding when they don't answer their phone.

Benefits - Improve customer service by providing greater access to agents, such as when the agents are brokers within a financial institution.

Agent Presence

Provide agents with real-time information to determine the availability of other agents for call transfer.

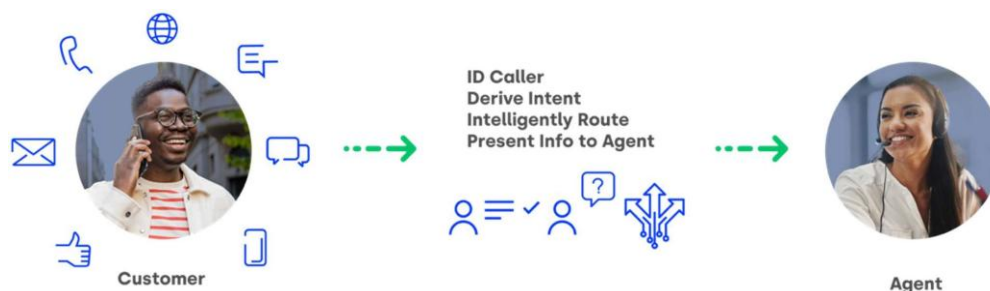
Benefits - Improve first contact resolution and customer satisfaction when an agent needs to escalate the call to a subject matter expert or someone with a different skill set to resolve the customer's issue.

VCC Engagement Workflow

VCC Engagement Workflow allows you to orchestrate and execute customer journey strategies across IVR and IVA self-service, agent engagement, and agent workflow on The VCC solution. Use VCC Engagement Workflow to:

- Create engaging and fluid customer journeys.
- Improve customer satisfaction.
- Improve first contact resolution (FCR).
- Segment customers by value

□ Optimise agent skill matching.



Self-Service Applications

Create IVR and IVA self-service applications and gather customer intent for voice, email, messaging (chat, SMS, social), and mobile.

Benefits - Self-service applications can increase customer resolution, lower agent workload, and, when assistance is needed, connect customers to agents with the right skills to help.

Intelligent Routing

Route interactions based on channel, customer need, agent skill, and more.

Benefits - When you find the best agent for a particular need, customer and agent satisfaction improves. Customer satisfaction increases because they resolved their issue with lower effort, and agent satisfaction goes up because they were able to help.

Omnichannel

Deliver interactions to your agents, regardless of the customer communication channel, along with context information that provides a complete picture of each problem before engaging customers.

Benefits - Since agents have a clearer understanding of the customer's journey, they're better equipped to fulfil the customer's expectations.

Natural Language Processing (NLP)

Filter and categorise text-based interactions, eliminate spam, and determine sentiment.

Benefits - The NLP engine improves agent efficiency by providing filters to help agents focus on the most actionable posts.

Agent Guidance

Agents receive relevant customer information at the moment of contact to gain a complete picture of each customer's situation so they can better understand customers' needs and fulfil their expectations.

Benefits - Create more meaningful interactions by letting agents focus on communicating and helping the customer instead of asking questions to understand the problem.

CRM Support

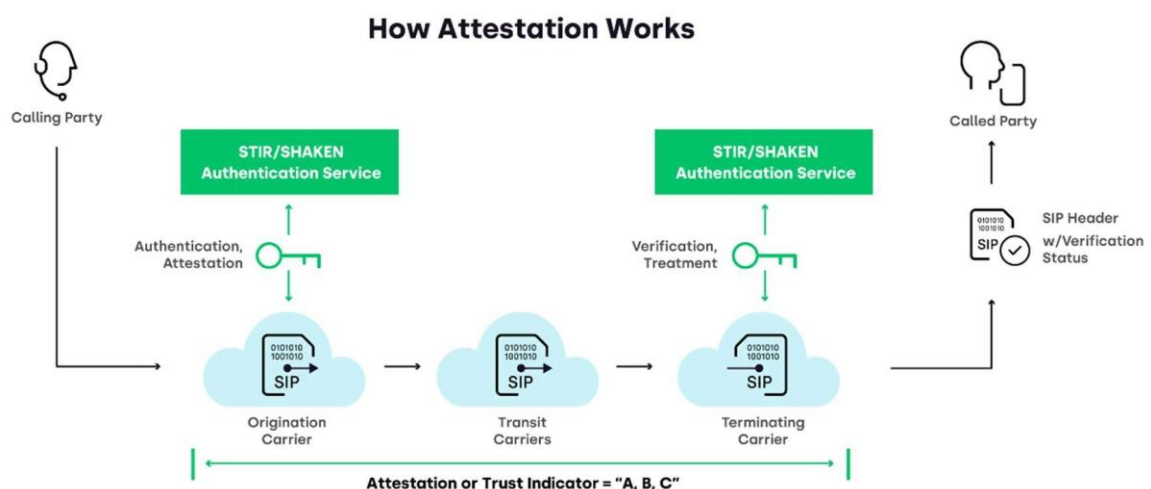
Leverage support for the VCC desktop and CRM desktop from Salesforce, ServiceNow, Microsoft, Oracle, and Zendesk along with homegrown customer systems.

Benefits - Enable the agent to service the customer from the CRM to better understand customer intent, customer history, and deliver a more human customer service experience.

VCC Certified Caller (STIR/SHAKEN)

VCC Certified Caller digitally validates the handoff of phone calls passing through the complex web of networks, allowing the phone company of the consumer receiving the call to certify that a call is in fact from the number displayed on Caller ID. Use Certified Caller to:

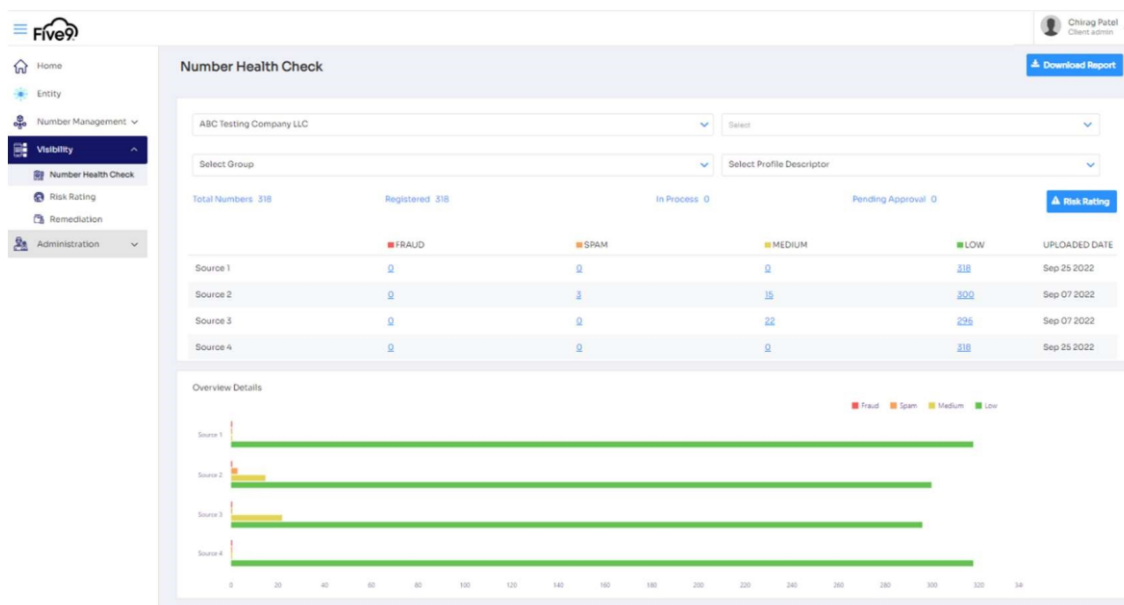
- Automatically support STIR/SHAKEN standards when using VCC telephony capabilities without additional software or service costs for customers.
- Build greater trust between you and your customers.
- Ensure compliance with FCC policies and regulations.



VCC Number Reputation Management

VCC Number Reputation Management can protect the reputation of your phone numbers and calling identity by establishing your status as a verified identity and registering your phone numbers. Use Number Reputation Management to:

- Optimise the outbound calling experience.
- Increase call answer rates.
- Improve brand reputation protection.
- Prevent call blocking and having your phone numbers labelled as fraud or scam



Verified Identity

Verified identity is a compliance-based process to validate calling identity and call compliance status.

Benefits - Increase call success rates.

Phone Number Reputation

Phone number reputation registers phone numbers to a customer's identity.

Benefits - Prevent improper call blocking.

Remediation

Remediation is a structured process to review, validate, and correct improper spam tagging.

Benefits - Increase call success rates.

Online Management

Gain ongoing visibility and management of verified identity and negative number reputation.

Benefits - Protect your brand management and reputation.

VCC Event Subscription

Set up application integrations quickly and with fewer long-term maintenance efforts by configuring event subscriptions within VCC Administrator Console. Customer applications and custom solutions can use VCC Event Subscription to securely stream notifications of VCC events when they occur.



Benefits - Easily integrate external applications and systems to execute automated events or actions based on VCC events.

VCC Secure Payment Capture (SecurePay)

Comply with payment regulations and capture payments securely over the phone, sending the payment information directly to the payment processor.

Benefits - Provide customers with peace of mind to pay securely.

Self-Service IVR Capture

Collect payment card data using either dual-tone multi-frequency (DTMF) tones or speech-to-text features as a self-service payment portal.

Benefits - Completely eliminate agent exposure to credit card information.

Agent-Assisted Call Flow

Enable agents to trigger the IVR to handle the payment card portion while the customer is placed on hold.

Benefits - Agents are unable to hear the conversation while customers provide card information to the IVR, and the recording for the segment is muted so the PCI data is not captured in the call recording.

Payment Types and Currencies

Leverage support for credit and debit cards, and for the US Dollar (\$), UK Pound Sterling (£), and European Union Euro (€).

Benefits - Provide customers with a choice of various payment types and currencies.

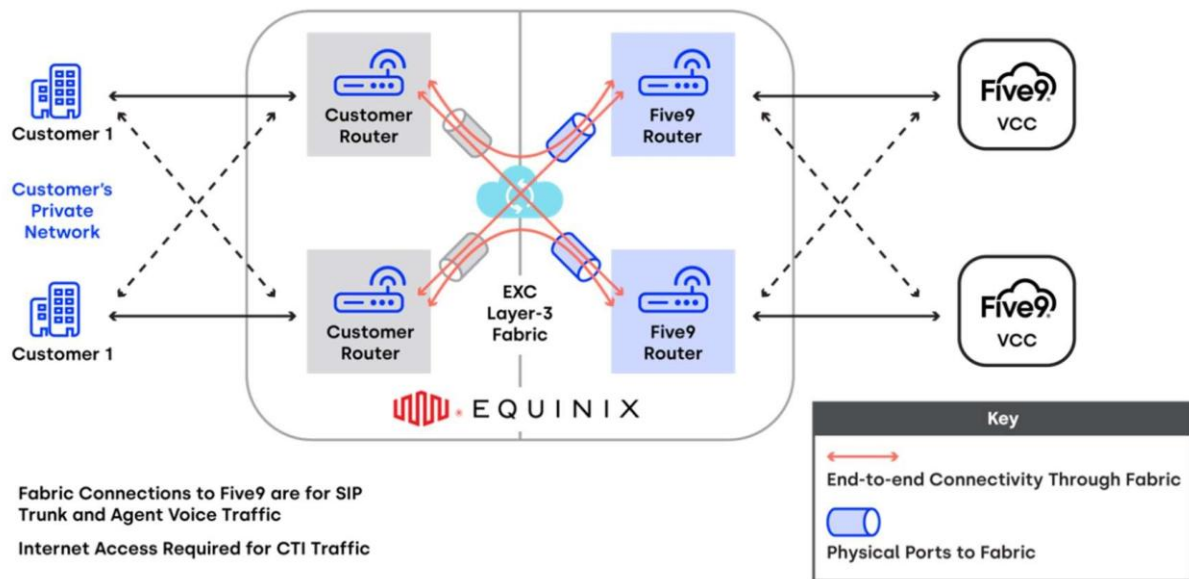
Optional Feature Additions

- Custom VCC Agent Desktop Toolkit Plus Adapter to accept input fields prior to initiating the payment process
- Additional languages
- Additional currencies
- ACH, gift card, and store card payments
- Self-service
- Split payments
- Multiple payments on the same phone call
- Speech-to-text recognition

VCC Equinix Fabric Connection

VCC Equinix Fabric Connection enables customers to route voice calls from their corporate network to the VCC cloud through Equinix Fabric without traversing the open internet. The private, dedicated, and redundant network connections enable a high quality of service and an additional layer of security to ensure the highest possible voice quality experience. Use this connection to:

- Provision new connections for your customers in minutes (vs. months).
- Adjust customer bandwidth through Equinix Fabric.
- Gain visibility and management of customer connections.
- Ensure performance by bypassing the public internet.



Data Isolation

Have the customer's voice traffic logically separated through the Equinix Fabric.

Benefits - Ensure performance by bypassing the public internet.

Dedicated Bandwidth

Leverage defined bandwidth that's dedicated to the customer's subscription with SLAs provided by Equinix.

Benefits - Experience enhanced performance with improved voice quality.

Bursting

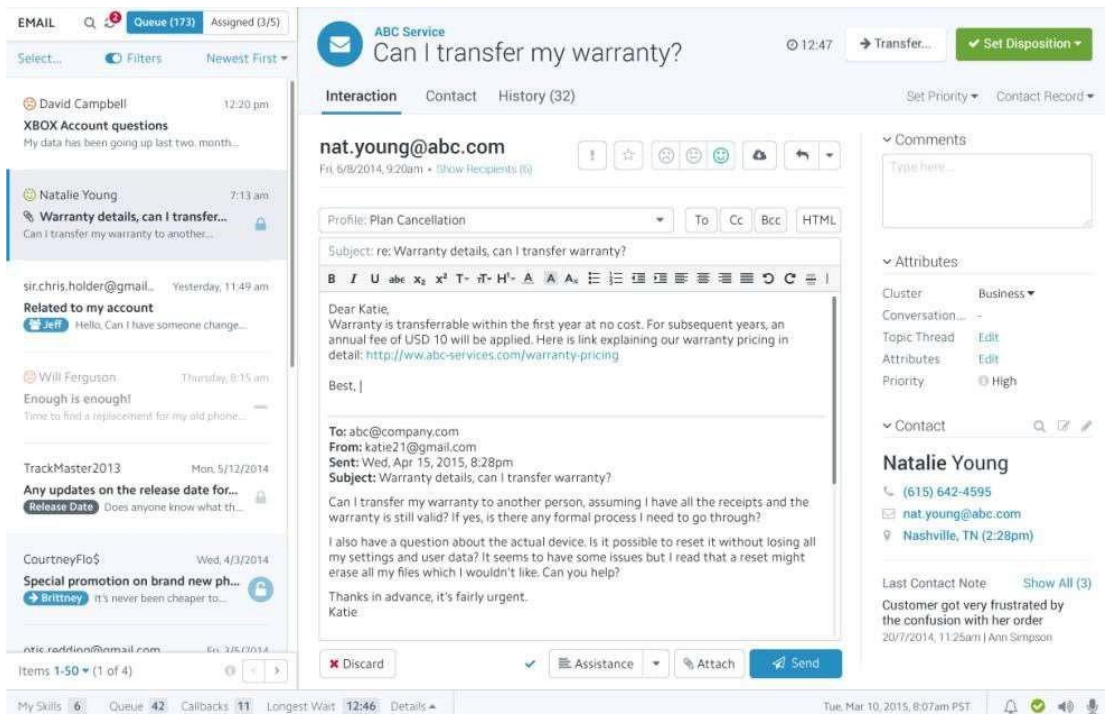
Take advantage of data rate bursting, on a best-effort basis, capped at three times the purchased bandwidth per Fabric subscription.

Benefits - Get improved speed and reliability.

VCC Agent Desktop Plus

VCC Agent Desktop Plus allows agents to log into The VCC solution directly from a web browser. Agents can service customers through any channel including voice, email, chat, SMS, social, mobile, and video, move customers seamlessly across channels, combine channels in a single interaction, and see a complete picture of the customer's journey context and history across all channels. Use VCC Agent Desktop Plus to:

- Increase agent efficiency and effectiveness.
- Enhance customer experience across all channels.
- Access VCC WFO functionality seamlessly within Agent Desktop Plus.
- Reduce low-value, repetitive tasks so agents can focus on what matters most: the customer.



Single Intuitive Desktop

Use the latest HTML5 web browser interface design techniques to provide a contemporary look and feel and a streamlined agent experience.

Benefits - Reduce the learning curve and training costs while speeding up the onboarding of new agents.

Omnichannel

Give agents the ability to support, interact, and switch between all media channels through an easy-to-use, unified interface.

Benefits - Enable agents to easily engage with customers over the phone, email, chat, SMS, video, and social networks.

Unified Multichannel History

Provide agents with a unified history of all interactions with a customer regardless of interaction type.

Benefits - Agents can pick up the conversation where they (or another agent) left off, preventing them from having to ask the same questions repeatedly.

Agent Home Page

At a glance, agents can see important metrics like number of calls in queue, number of voicemails, and number of interactions such as social inquiries, chats, and emails.

Benefits - Improve agent efficiency by providing agents with insight into how they're performing against your company's contact centre metrics.

Integrated WFO Capabilities

Seamless access to VCC WFO from within Agent Desktop Plus gives agents access to WFO self-service functionality to view schedules, request time off and schedule changes, or bid on available shifts. Agents can also review evaluations, replay recordings, initiate evaluation disputes, and compare performance with their peers.

Benefits - Empower agents with WFO functionality that gives them more self-service options for scheduling and the ability to access their performance.

Channel Context

The user interface automatically adjusts to include all the relevant channel response controls while removing controls related to other channels.

Benefits - Focus agents on the interaction at hand so they can complete tasks quickly and easily.

Priority Over Preview

Prioritise high-value interactions over outbound preview call.

Benefits - Ensure that higher priority interactions get handled first.

Advanced Five9 WFO Calabrio WFM

Calabrio is a Five9 Accredited ISV Select Partner. Calabrio ONE unites workforce optimisation (WFO), agent engagement and business intelligence solutions into the only fully integrated, true-cloud, enterprise grade workforce performance suite that easily adapts to the unique needs of today's modern contact centre.

Benefits- Calabrio is partner friendly and focused exclusively on providing the best-in-class WEM/WFO cloud solution on the market. Some of the key attributes of Calabrio include:

Strength in the cloud - Calabrio ONE is the only true-cloud, enterprise grade WEM and WFO solution available today. Calabrio ONE is hosted on AWS, the leading public cloud provider, and leverages cloud-native technology for the highest level of availability, scalability, and reliability.

Remove complexity – our fully integrated suite is easy to use and manage while meeting the needs of even the largest call centres. Calabrio ONE boasts the most agent friendly WFM solution, the easiest to use QM solution, and speech, desktop, text and predictive analytics in one package.

Customer success driven– we are not just a software vendor, we are a trusted ally to our customers before, during and after implementation. We also provide on-demand product training videos are available for free to customers and partners via Calabrio's Learning Studio.

Integrated using Five9 VoiceStream – Calabrio built our QM and Analytics integration using the latest integration point available from Five9 and that is VoiceStream. VoiceStream provides real time streaming of voice interactions over to Calabrio's cloud along with meta data on each interaction. We can then use this data to perform analytics and evaluate customer/agent interactions.

VCC Supervisor Plus

VCC Supervisor Plus is a web-based application that displays real-time statistics for queues, campaigns, and agents to allow supervisors to manage resources efficiently and effectively. Data visualisation, including customisable views and multi-conditional alerts, allows supervisors to focus on what is important to your business. Monitoring and communicating with agents is easy and lets supervisors develop agent skills through observation and guidance. Use VCC Supervisor Plus to:

- Manage operations quickly and efficiently.
- Gain a 360-degree view of your contact centre.
- Seamlessly access VCC WFO functionality from within Supervisor Plus.
- Leverage a modernised interface and omnichannel statistics.
- Use management tools needed to support a digital contact centre.

Supervisor

Five

Help

My Views

Agents

ACD Status

Campaigns

Users

Stations

Compliance

Agent State

Full Name & Username	State	Next Ready Duration	Reason Code	Call Type	State Duration	State Timer	Ready Channels	Voice WL	Chat WL	Email WL	VM WL	Total WL	Total CAP	Voice CAP	Actions
ab.jab01	Not Ready	0:41:15	Not Ready	-	0:41:15	0:41:15	-	0	0	0	0	0	12.5%	0%	-
Deb Schreuder	Not Ready	13:20	-	-	13:20	0:35	Chat, Email	0	0	0	0	0	40%	0%	-
JoGannon	Not Ready	1:00:15	Not Ready	-	1:00:15	1:00:15	-	0	0	0	0	0	0%	0%	-
ab.jab05	Not Ready	15:50	Not Ready	-	15:50	15:50	-	0	0	0	0	0	11.11%	0%	-
Brian Schrock	On Call	-	-	Manual	1:09	1:09	Voice, Voicemail, Chat, Email	0	0	0	0	0	6.67%	100%	-
Rishak	Manual	-	-	Manual	13:00	16:00	-	0	0	0	0	0	10%	100%	-
lg	Change State (Voice, Voicemail, Text)	00	-	-	10:58:00	0:02:53	Chat, Email	0	0	0	0	0	10%	0%	-

View Agent Details

Change State (Voice, Voicemail, Text)

Current state

All

Voice

Voice

Voice

Text

Agent Statistics

Full Name	Aug Idle Time	Aug Not Ready Time	Aug Wrap Time	Occupancy	Total Inbound Calls	Total Manual Calls	Processed VMs	Actions
jab01.JAC	26:58	0:53	0:04	98.95%	1 (17%)	1 (33%)	-	-
gab3.Three	28:15	0:23	-	98.77%	-	1 (100%)	-	-
gab01.JAC	3:54:13	2:31	-	98.26%	-	-	-	-
Natalie Boehm C	12:12	0:33	0:02	97.63%	-	7 (100%)	-	-
Tacey Pili Gideon	2:23:47	4:44	-	96.81%	-	-	-	-
gab01.JAC	3:04:45	5:35	-	96.59%	-	-	-	-
gab01.JAC	4:13	0:12	0:26	96.28%	-	2 (100%)	-	-
gab01.JAC	1:41:50	4:29	-	95.78%	-	-	-	-
gab01.JAC	4:39:27	4:53	-	95.01%	-	-	-	-
gab01.JAC	7:39:07	6:21	0:18	94.76%	-	9 (80%)	-	-
194:06	0:42	1:31	6:41	34:28	0:51	25.44%	26662 (14%)	35878 (18%)

Browser-Based Supervisor UX

Use the latest HTML5 web interface design techniques to provide a contemporary look and feel with a streamlined supervisor experience.

Benefits - Enable supervisors to monitor agents in a single desktop view and streamline management operations.

Integrated VCC Quality Management for Real-Time Agent Monitoring and Coaching

Supervisors can sort, filter, and search for agents using a wide range of variables including name, queue, and call log to easily find and monitor agents in real time. With VCC WFO and Supervisor Plus, managers can listen, coach, and monitor real-time voice and screen interactions for quick feedback to improve performance. They can even live-monitor their entire team's desktop activity. They're also able to review and edit evaluations, review and manage assigned interactions, assign coaching, manage agent disputes, and review or annotate voice and screen recordings.

Benefits - Managers can access recordings of previous calls and evaluations to improve training. Supervisors can choose to intervene or silently coach agents in real time to improve their skills.

Integrated VCC Workforce Management for Optimised Scheduling

By combining VCC WFO and Supervisor Plus, supervisors can manage their teams' schedules and adherence, time off requests, shift bids, shift changes, and more.

Benefits - Managers can provide consistent, high-quality customer experiences using workforce management capabilities without leaving Supervisor Plus.

Omnichannel

Real-time statistics from VCC Digital Engagement help supervisors understand agent and customer communication. Multi-conditional alerts help supervisors stay on top of changing conditions.

Benefits - Understand what channels your agents are using to effectively communicate with customers.

Campaign and Agent/User Management

Supervisors can start and stop campaigns, reset list dispositions, and manage agent skills. They can log out users, send test calls, and monitor agents in real time.

Benefits - Manage campaigns and agents to quickly identify issues and increase efficiency.

Customisable Views

Supervisors can customise views using widgets on their home screen to monitor specific metrics and KPIs.

Benefits - Gain optimised visibility and increase agent productivity.

Shareable Supervisor Settings

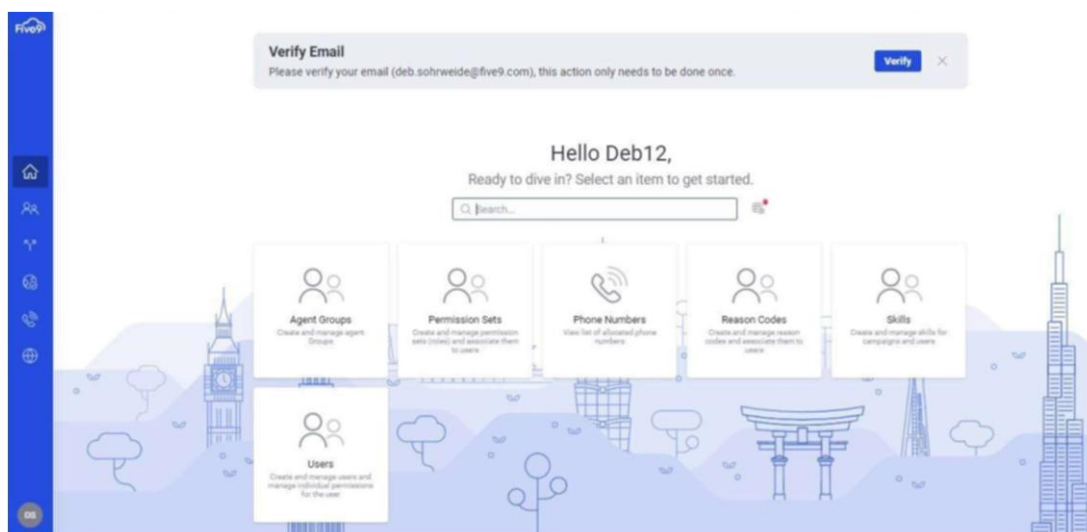
Share supervisor settings, configured alerts, and data views with other supervisors. Supervisors can jointly share best practices and help improve reporting.

Benefits - Standardise management practices across contact centres and create uniform supervision settings.

VCC Administrator Console

VCC Administrator Console is a web-based administration solution. Its modern, streamlined design provides easy access to the functionality you need, when you need it. It delivers powerful self-service features to manage your contact centre easily and effectively. Use VCC Administrator Console to:

- Manage operations quickly and efficiently.
- Provide easy, permission-based access to users.
- Use self-service capabilities instead of VCC support.
- Utilise APIs to access all Administrator Console functionality.



Dynamic Home Page

Each user sees a home page with a set of cards reflecting their unique access permissions. Access areas of functionality by clicking on cards. Show and hide cards, search for cards by keyword, and click to quickly navigate to a specific area.

Benefits - Control user access using an intuitive and easy-to-use interface.

Fine-Grained Permissions

Permissions are not an “all or nothing” proposition. Create as many permission sets as you need to support the user personas in your organisation. Then assign one or more permission sets to individual or groups of users. There are also predefined permission sets to help you get started quickly.

Benefits - Give users access to what they need and nothing more to ensure security.

Event Logging

See all configuration changes showing who did what and when. For example, who deleted a skill or changed a permission set.

Benefits - Get complete visibility of changes to investigate unintended operational changes and quickly correct.

100% API Driven

Administrative Console functionality is accessible using APIs.

Benefits - Easily automate tasks and integrate functionality with other systems and applications.

VCC Intelligent Virtual Agent (IVA)

VCC Intelligent Virtual Agent (IVA) lets you deploy self-service that delivers a more conversational and engaging experience across both voice and digital channels. VCC IVA supports a wide range of use cases without involving live agents, from simple interactions like password resets and status inquiries, to more sophisticated tasks like setting appointments and booking accommodations.

VCC IVA enables companies to build conversational experiences by harnessing the power of the most advanced AI technologies, including Google, Amazon, IBM Watson, and more.

It helps businesses with high call volumes, augmenting their current agent teams with a digital workforce to handle common, repetitive tasks. VCC IVA offloads the low-value, repetitive interactions that do little to boost agent engagement and satisfaction. This frees agents to focus on more high-value interactions that not only make their jobs more interesting and rewarding but drive customer satisfaction and loyalty.

And if the customer has a question the IVA is unable to answer, it chooses the right live agent resource to help and transfers the call with content and context of the conversation to the agent so they can pick up right where the IVA left off.

Reliable Digital Workforce

Intelligent virtual agents, unlike human agents, are always on. They don't need breaks or vacations. And they make it possible to quickly scale up your digital workforce without having to incur the onboarding cost that comes with live agents. IVAs also help you bridge the gap while onboarding new live agents by offloading common repetitive tasks that can be handled through self-service.

Five9 Omnichannel Intelligent Virtual Agent (IVA) Experience

Create a natural, conversational omnichannel self-service experience with a seamless transition to live-service when needed.



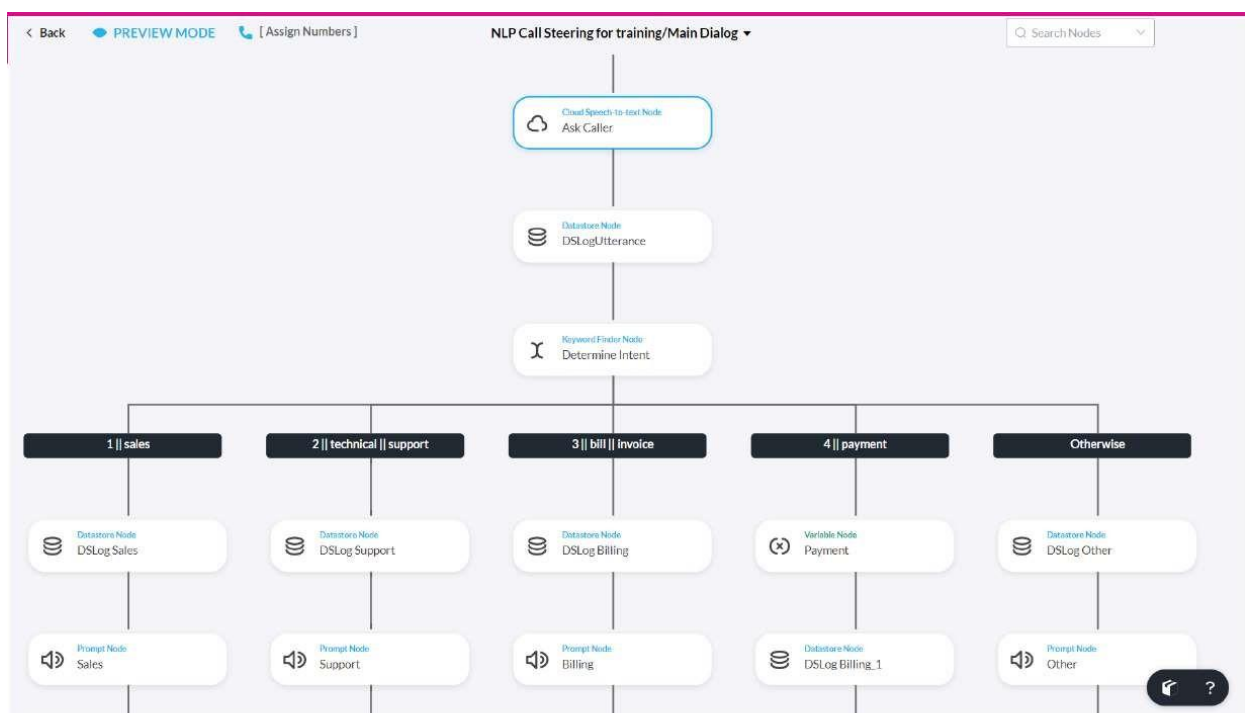
VCC Digital IVA

VCC Digital Intelligent Virtual Agent offers self-service flows through any VCC messaging channel: SMS, Web, and Social Messaging. VCC Digital IVA extends intelligent self-service to digital channels, including web chatbot, SMS bot, WhatsApp bot, Facebook Messenger, and Twitter.

VCC Digital IVAs include NLP support (Lex, Dialogflow ES/CX, Watson Assistant). Customers can easily send or receive rich media digital content such as images, documents, video, audio, and buttons to link; reply; post back; and add a location.

VCC IVA Studio

VCC IVA Studio is a cloud-based platform with a no-code development interface that enables you to easily build, manage, and deploy IVAs across voice and digital channels. The easy-to-use, intuitive visual builder with drag-and-drop capabilities enables non-technical users to deploy conversational workflows in just a few hours, accelerating time to market. Businesses can use the latest conversational AI services from providers like Google, IBM Watson, and Microsoft, and are free to switch from one engine to another and embrace new solutions as they come to market without vendor lock-in. VCC IVA Studio is a secure and compliant platform that's PCI and HIPAA compliant. Studio also offers Task Library, a set of pre-built applications, to instantly create ready-to-use IVAs to perform common user self-service tasks. Or clients can build their own from scratch and publish them for others to use.



Natural Language Self-Service

VCC IVAs provide an option for your customers to get answers to their questions quickly and efficiently without having to speak to a live agent.

Benefits - NLP lets brands eliminate complex IVR menus and go beyond speech-enabled, directed dialogue systems, making it easy for customers to get answers quickly, using natural language prompts. Easy access to customer information like past purchases, account balances, and previous interactions allows the IVA to respond to requests quickly and accurately. With the cost of a virtual

agent about 10% of a live agent, using IVAs to handle simple tasks reduces costs and frees up live agent teams to focus on higher-value tasks.

Sentiment Analysis

VCC IVA integrates with IBM Watson Tone Analyser, allowing our virtual agents to detect user sentiment in customer calls, all in real time, to tailor IVA response to improve the interaction.

Benefits - Conversations aren't just about the words you use; it's about how you use them. VCC IVAs recognise and understand seven sentiments in customer calls, all in real time, to control call behaviour on the fly. Detect joy, fear, sadness, anger, analytical, confidence, and tentative tones.

Speech Synthesis Markup Language (SSML)

VCC IVA includes support for Speech Synthesis Markup Language (SSML), which allows fine-grained customisation of pronunciation and emotion support.

Benefits - SSML gives you ultimate control of the way your virtual agents communicate. For example, you can control the rate, pitch, volume, and emphasis of your text-to-speech, enhancing responses to customers' needs.

Language Support

VCC IVA supports more than 130 languages for speech recognition and also offers text-to-speech in more than 50 languages with hundreds of different text-to-speech voices.

Benefits - Gain the ability to design and implement multilingual customer self-service solutions and support your global operations.

Voice Biometrics

This powerful solution provides enhanced fraud prevention and authentication capabilities while delivering seamless customer journeys for IVAs. Voice biometrics uses voice, a unique trait of each human, for caller authentication. Many distinct voice characteristics are used to identify and verify a person.

Benefits - Improve security and customer experience with seamless and secure voice authentication.

Virtual Voiceover

VCC Virtual Voiceover significantly reduces the time and expense of producing high-quality custom voiceovers for static self-service scripts used with IVAs. Rather than hiring voice actors to record prompts, you can select from 25 pre-packaged voices that are now included in the VCC IVA Studio development platform. Through a partnership with WellSaid Labs, you can create a unique voice avatar based on the voice actor of your choice.

Benefits - Generate lifelike text-to-speech on the fly and accelerate time-to-production for creating and deploying IVA prompts. Create an exceptional customer experience with a high-quality voice while reducing costs.

Multimodal Experience

VCC IVA allows contact centres to design journeys to move customers through efficient, personalised paths. For example, customers can initiate contact with a voice IVA, then seamlessly move to a digital channel to share visual and text content.

Benefits - Easily transform voice self-service into a more engaging multimodal experience.

Built-In Reporting

Built-in reporting and dashboards allow leaders to monitor and analyse IVA applications as well as track virtual agent usage in real time.

Benefits - Identify actionable insights to optimise performance of IVA applications.

APIs and Webhooks

Contact centre admins can manage all Studio operations through APIs, enabling them to integrate with back-office systems and automate operations. They can effectively respond to requests with fulfilment webhooks that provide custom integration for back-end systems. Optimise workflows using prepackaged integrations with popular applications, including payment gateways, calendar scheduling, and CRM systems.

Compliance

VCC IVAs gather sensitive information like account information, social security numbers, and healthcare information without ever exposing it to live agents.

Benefits - VCC IVAs comply with standards including PCI DSS, HIPAA, ISO 27001/27002, and GDPR, for industries including finance, healthcare, manufacturing, and retail. It redacts sensitive information, ensuring compliance with industry regulations and avoiding fines or penalties.

VCC Agent Assist

VCC Agent Assist is a web application that sits on the agent desktop, listens in on all calls, and provides guidance and knowledge base articles to agents in real time, based on the call context, helping them to better serve the customer, increase upsell opportunities, and remain compliant. Agent Assist helps agents by automatically transcribing calls, summarising them within seconds to help reduce the time spent on after-call work.

Agent Assist solves this through a combination of machine learning and human oversight. VCC leverages its proprietary AI model generation, assisted summary algorithms, and conversational AI innovations in the public cloud to create a seamless agent and customer experience.

Agent Assist provides real, measurable ROI. The tasks it performs in the background save agents time, resulting in reduced average handle time (AHT), improved first contact resolution (FCR), and improved customer satisfaction (CSAT). This translates into overall cost savings in the contact centre and increased revenue from loyal, satisfied customers.

Benefits - Real-time guidance provides suggestions to offer new products or services based on the conversation and reminds agents about proper greetings and compliance statements. Knowledge base integration provides agents with timely information to share with the customer based on real-time conversation. Agents save time by not having to search for information, leading to improved interactions and customer satisfaction. Agent Assist also removes the need for agents to write copious call notes and summaries, saving time and allowing them to focus on each customer's needs and provide great customer experiences.

Seamless Access

VCC Agent Assist is tightly integrated with The VCC solution and Agent Desktop Toolkit Plus Adapter, allowing seamless context transfer between platforms. Agent Assist is available as a panel inside Agent Desktop Plus. It can be accessed from an integrated CRM environment of the customer's choice, such as Salesforce and ServiceNow. This enables agents to use a single UI to manage call controls and access Agent Assist features and data from CRM systems.

Benefits - Reduce the time agents spend looking for information across systems, boosting productivity, reducing average handle time, and improving customer experience.

The screenshot displays the Opus CRM interface. On the left, a customer profile for **Mr. Tim Giron** is shown, including fields for Title (UI Architect), Account Name, Phone ((360) 865-4151), and Email. The main area is titled **Activity** and contains tabs for Chatter, Details, and News. Below these tabs are buttons for **New Task**, **Log a Call**, **New Event**, and **Email**, along with a **Create a task...** input field and an **Add** button. A filter bar at the bottom right shows **Filters: All time • All activities • All types** and options to **Refresh**, **Expand All**, and **View All**.

Overlaid on the bottom left is a call transcript window for an **Agent Call: Live Call** with **Kathy Walters**. The transcript is divided into three sections: **Guidance**, **Transcript**, and **Call Summary**. The **Guidance** section contains a **Payment Confirmation** message. The **Transcript** section shows a conversation between **Natalie** and **Me** regarding a new medication and its effects. The **Call Summary** section provides a detailed overview of the call, including the time (9:46 AM), the patient's history (PAMS-Day 07 PAMS-Answered), and the agent's actions (Spoke to patient, Coached to adjust humidity, Dreamwear FF mask offering, Assisted in a manual upload).

Overlaid on the bottom right is a **Next Steps** section with the text **No next steps.** and a prompt **to get things moving, add a task or set up a meeting.** Below this are three rows, each with a **Last Year** label, a **No due date** dropdown, and a **00001028** identifier.

AI Insights

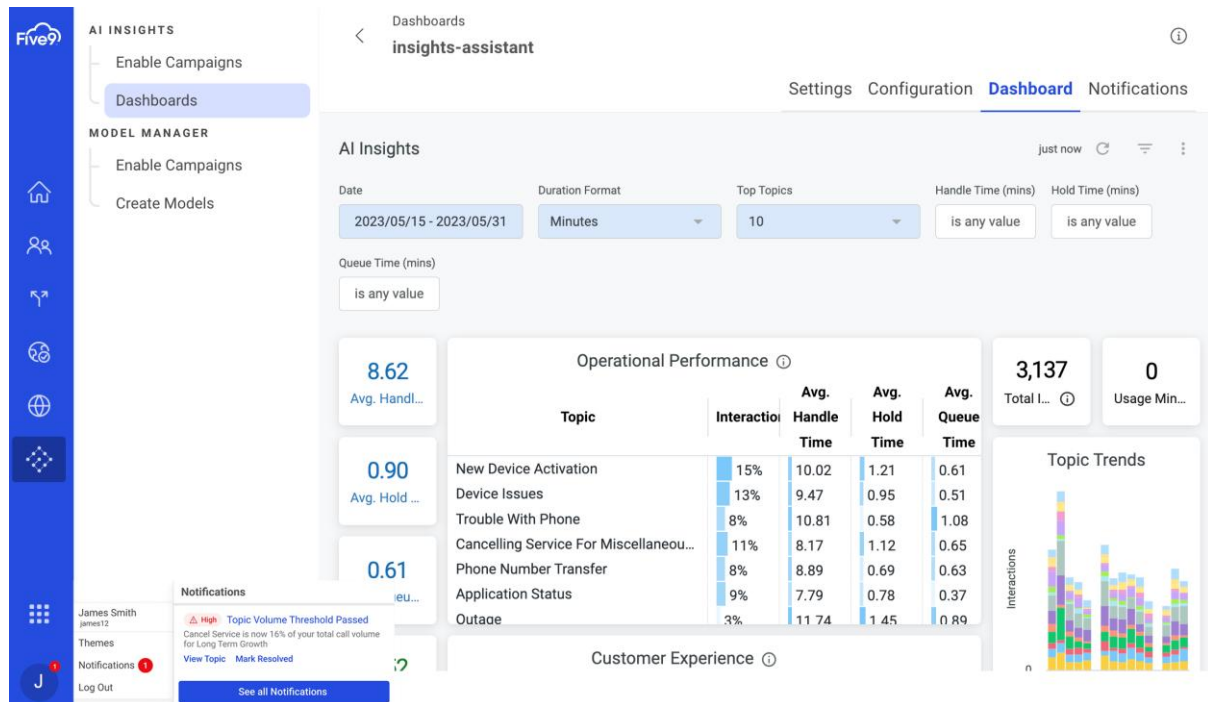
Fiveg AI Insights revolutionises the way business leaders harness the power of contact centre conversations, providing accessible and actionable insights faster and easier than ever before. Powered by the cutting-edge capabilities of OpenAI GPT, this solution enables leaders to make data-driven decisions, optimise operations, and enhance the customer experience.

Leveraging the remarkable advancements in generative AI, Fiveg AI Insights effortlessly unlocks the true potential of contact centre conversations with user-focused visualisations. By unlocking conversational insights, this solution bridges the gap between customer needs and the contact centre's ability to predict and meet those needs. This solution drives significant business value and enhances the overall customer experience.

Benefits:

Contact Analysis: Understand why customers are reaching out and gain insight into the reasons behind customer contacts, including the nature of their issues, concerns, or inquiries. This analysis helps identify trends, patterns, and common themes among customer interactions, enabling you to proactively address customer needs and improve overall service quality.

Call Prioritisation: Capture call drivers and prioritise them based on their significance and impact. Analyse and categorise conversations to identify the key factors that trigger customer contacts and allocate resources effectively, prioritise response times, and streamline processes to ensure efficient handling of customer interactions.



Monitor, measure, and identify trends with visual pre-built dashboards.

Automation Opportunities

Leverage conversation insights to automate and improve self-service options, enhancing the customer experience while reducing costs. Extract valuable information, such as customer satisfaction levels and operational analysis, to uncover recurring themes, pain points, and potential areas for automation. By automating certain processes and improving self-service capabilities, leaders can enhance customer satisfaction, reduce costs, and optimise contact centre operations.

Interaction Topics

Leverage easier and faster discovery of customer experience issues based on an automatically defined set of business themes. AI Insights ingests the call recordings and live calls of the desired campaigns/skills, transcribes calls, and identifies call reasons using OpenAI's GPT technology. Then it groups the call reasons into categories and provides a visual dashboard on the call driver trends.

Customer Satisfaction

Customer Sentiment, and Issue Resolution Status: AI-generated data provides valuable insights into general customer sentiment and issue resolution status. These additional data points empower businesses to prioritise and address customer issues effectively, ensuring enhanced customer experiences and fostering a proactive approach to resolving concerns.

Dashboard for Analytics

Monitor, measure, and identify trends in your contact centre conversations natively, enabling you to fix issues faster. Five9 AI Insights also enables you to find actionable business insights faster and easier, providing a visual pre-built dashboard with insights from conversational data in just a few clicks. Get immediate visibility into distribution and trends for call drivers in your contact centre, allowing you to optimise your business operations processes appropriately.

Transcript Viewer

Quickly drill down to identify any anomaly in agent-customer interactions and train them accordingly. Enable clients to easily search and view call recordings, transcripts, and summaries to understand customer sentiments, intents, and which topics drive call volumes.



Quickly drill down the agent-customer interactions.

Turnkey Solution with Fiveg

With AI Insights, you can immediately access a turnkey solution from Fiveg. This out-of-the box solution powered by machine learning as well as generative and conversational AI delivers insights with the “easy button” without time-consuming model training, setup, or administration. With just a few clicks, customers gain unprecedented knowledge.

Fiveg AI Insights also gives you the essential ability to keep pace with the dynamic nature of customer interactions. AI Insights learns about new topics as they emerge without the need for prior notification. Stay agile and responsive as you uncover emerging trends and shifts in customer behaviour.

Agent Assist Studio

The platform includes user-friendly tools to configure and make changes to the next best actions including real-time coaching cards, guidance cards, and AI Checklist in just a few clicks. It also includes a set of features to enable clients to easily search and view call recordings, transcripts, and summaries to understand customer sentiments and intents and which topics are driving call volumes. Agent Assist Studio includes comprehensive, out-of-the-box, interactive visual dashboard reports to monitor, measure, and identify data on critical KPIs. Clients get real-time insights on conversations, call intents, and topics agents and customers discuss. In addition, they can easily drill down to a specific agent, campaign, or skill to optimise performance.

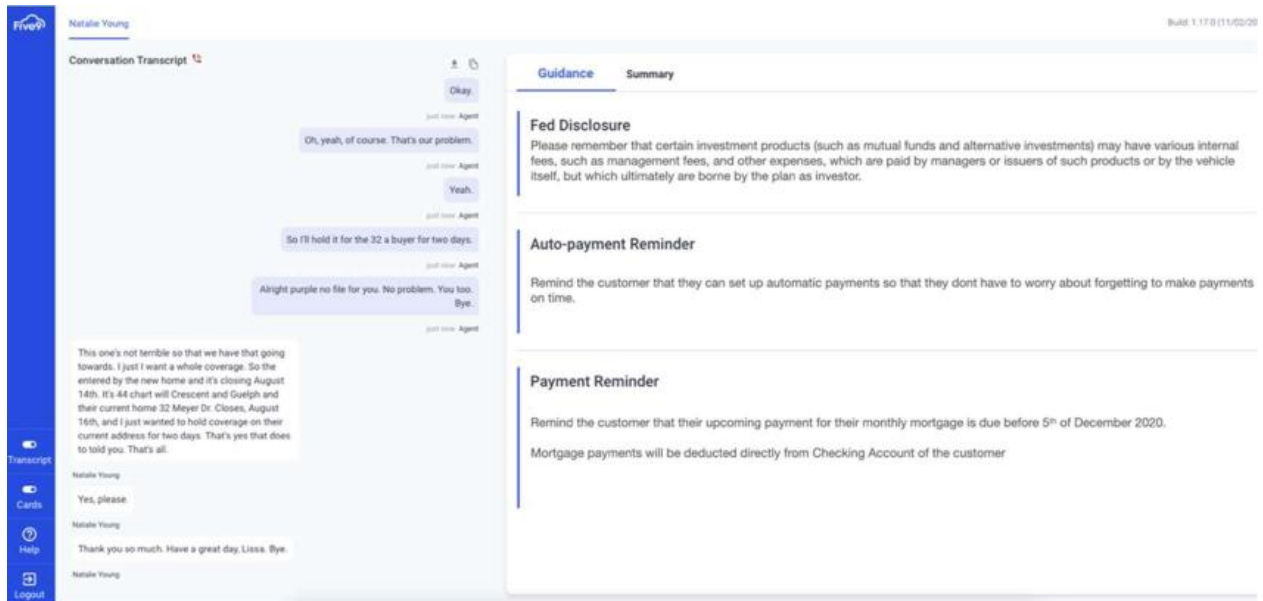
Benefits - Pinpoint ways to boost efficiency and improve the agent and customer experience.

Real-Time Guidance and Reminders

Real-time guidance in the form of coaching cards is presented to the agent based on the live conversation to help with proper greetings, reminders of special deals or discounts, compliance, and

even to prompt casual conversation on a topic or place the caller mentions.

Benefits - Agents can ramp up quickly and confidently, knowing they will be provided information to help them. Guidance ensures customers receive consistent information regardless of which agent takes the call. Upsell and cross-sell are improved with information about new products and services served up to agents to share with customers. And reminders to read required compliance statements help companies avoid fines and penalties. Real-time guidance can also automate certain tasks like creating a support ticket or alerting a salesperson that the customer mentioned a new product while engaging with the contact centre.



AI Checklist

AI Checklist extends real-time assistance capabilities. This feature automatically keeps track of verbal actions performed based on the defined conversation flow for agents to effectively handle the interaction. It streamlines the process by spotting keywords from the conversation and automatically checking off the items from the list, helping agents improve their quality scores.

Benefits - Create a checklist of critical tasks for agents, increasing compliance, script adherence, quality scores, and cross-sell/upsell rates.

Knowledge Base Integration

Similar to real-time guidance and reminders, knowledge base integration offers articles to agents based on the conversation with the customer. If a customer mentions a product they just purchased, Agent Assist offers up an article on how to install or configure the product.

Benefits - Knowledge base integration saves agents time and customers frustration. Instead of having to look up information based on the conversation, Agent Assist presents it to them in real time so they can provide accurate and timely information. Knowledge base integration assures that all your agents are sharing the same information for a consistent representation of your brand regardless of which agent takes the call.

Real-Time Call Transcription

Agent Assist automatically transcribes each call-in real time.

Benefits - Agents are free from tedious notetaking during calls with customers. This allows the agent to focus on customers' requests for assistance and improves overall customer satisfaction. Transcriptions

also help the agent in case they miss something the customer said, and they can refer to the transcript instead of asking customers to repeat themselves.

AI Summary

AI Summary leverages OpenAI GPT-3 via Microsoft Azure to automatically summarise calls and publish them to a customer's CRM within seconds. This new version of the summary feature is an out-of-the-box feature and contact centres can generate a comprehensive call summary within seconds with little to no professional services or any AI training, tuning, or maintenance, accelerating time to value.

Benefits - Free up your agents from creating call summaries at the conclusion of the call, saving time and allowing them to quickly move on to help the next caller. These summaries provide context so the next agent can understand a customer's interaction journey. This detailed information helps agents save significant time.

VCC Digital Engagement

VCC Digital Engagement enables exceptional digital-first omnichannel experiences for customers. It's fully integrated with VCC inbound and outbound voice to create fluid customer journeys across voice, email, SMS, webchat, video, and social messaging apps like WhatsApp. Use VCC Digital Engagement to:

- Deliver extraordinary digital-first omnichannel customer journeys across voice and digital channels without losing continuity or context as customers change channels.
- Move customers seamlessly between channels and combine channels in a single interaction.
- Improve agent productivity and service consistency.
- Connect customers with the best agent to handle their issue.
- Easily add new channels when you want and streamline management with unified administration.

Voice

VCC Digital Engagement is fully integrated with VCC inbound and outbound voice. Agents can transition customers smoothly from digital to voice for quick resolution of more complex issues while maintaining the original digital interaction to send confirmations or follow-up information.

The screenshot displays the Five9 CRM interface. On the left is a sidebar with navigation icons for Home, Call, Chat, Email, and Contacts. The main workspace is divided into three sections. The top section shows an email interaction for 'ABC Service' with the subject 'Can I transfer my warranty?'. It includes a 'Transfer...' button and a 'Set Disposition' dropdown. The middle section shows the email thread, with a response from 'nat.young@abc.com' dated Fri, 6/8/2014, 9:20am. The email content discusses warranty transfer details. The bottom section shows the email composition area with fields for To, From, Subject, and a 'Send' button. On the right, there is a sidebar with customer details for 'Natalie Young', including her phone number, email, and location. Below this is a 'Last Contact Note' section showing a recent interaction.

CURRENT CALL 1

Outbound: Summer Special 2014
(650) 312-5590

Media Controls

Hold

Transfer... Mute

Park Conference... Keypad

Record Call

Play Audio File

END CALL

Live Call
Natalie Young Bank of America

1:32 SET DISPOSITION

INTERACTION CONTACT HISTORY (32) SCRIPT Add to DNC Contact Record Worksheet Connectors

Personal Info

Reservation Date: Apr 11, 2014 Hotel: Marriott Hotel City: New York, NY Total Price: \$399.25

Call Reason: Hotel reservation to be rebooked to a different date

First Name: Jennifer Last Name: Stockton Company: Bank of America

Street Address: 98 Waverly Street City: Sunnyvale State: CA ZIP Code: 95214

Primary Phone: 6156424595 Alternate 1: 4506424595 Alternate 2:

Email Address: jennifer.stockton.com

Interaction Notes

Type here...

History Preview Show All

Reservation Made (Email)
20/7/2014, 11:25am, Ann Simpson

No Answer (Inbound Call)
16/7/2014, 8:13am, Jake Williams

No Signal (Outbound Call)
3/06/2014, 3:41pm, Steven Parkinson

Abandon (Chat)
1/06/2014, 12:18pm, Ann Stone

Busy (Outbound Call)
28/05/2014, 10:02pm, Jeff Larkin

PERSONAL QUEUE 0

PARKED CALLS 1

My Skills 6 Queue 42 Callbacks 11 Longest Wait 12:46 Details

Tue, Mar 10, 2015, 8:07am PST

Self-Service

VCC Digital Engagement integrates with the full range of VCC self-service options including traditional and voice-enabled interactive voice response (IVR) and voice and messaging intelligent virtual agents (IVAs). Customers can seamlessly move from self-service to interacting with live agents.

Access to Live Service via Phone, Email, or Messaging

Customers can opt to interact with a live agent via email, messaging (webchat, SMS, social), or call back. When a customer transfers to a live agent, the context of the self-service interaction is passed to the agent so they can understand what transpired.

Benefits - Provide a personalised experience by letting customers choose their preferred interaction channel.

Messaging

CHAT Queue (173) Assigned (3/5)

Select... Filters Newest First

realWillSmith36 12:20 pm
@TreeHouse That game was unbelievable! They came back...

Natalie Young 7:13 am
Hey, I just got a package with my last order but I see that 1 item I bought...

John Parker Yesterday, 10:12 pm
OK, I think I figured out how to solve this! I found this video that is...

ABC Service
Natalie Young

12:47 Transfer... Set Disposition

Interaction Contact History (32) Set Priority Contact Record

Hey, I just got a package with my last...
ABC Service Advisory • Fri, 6/8/2014, 9:20am • Hide Details

Natalie 9:14am
Hey, I just got a package with my last order but I see that 1 item I bought is missing... could you check on the exact order for me?

Monique 9:15am
Hi Natalie, I will be more than happy to help you out. Let me check that.

Natalie 9:17am
Thanks a lot! I'm just not sure if I made a mistake or it got lost somehow...

Monique 9:18am
Yeah, totally. I have the order here. I looks like the mistake was on our end.

I see that the missing item is still processing which probably means

End Chat Conference Assistance Attach Reply

Comments

Type here...

Attributes

Cluster Business

Conversation... Edit

Topic Thread Edit

Attributes Edit

Priority High

Contact

Natalie Young

(615) 642-4595

nat.young@abc.com

Nashville, TN (2:28pm)

Last Contact Note Show All (3)
Customer got very frustrated by the confusion with her order
20/7/2014, 11:25am, Ann Simpson

My Skills 6 Queue 42 Callbacks 11 Longest Wait 12:46 Details

Tue, Mar 10, 2015, 8:07am PST

VCC Messaging supports messaging interactions across a variety of sources including websites, SMS/text, and social messaging applications. Other messaging sources can be added through integration with the VCC Messaging API. Agents engage with customers using a single, unified messaging interface regardless of the source of the interaction, which increases agent productivity and reduces training time for new agents.

Initiate via Website or Mobile App

Initiate messaging sessions through multiple touchpoints including smartphones, websites, and links sent via email or social. Sessions can be initiated by customers or by the system based on triggers. Messaging sessions can be embedded within mobile apps using HTML and JavaScript. A customisable HTML5/JavaScript widget is auto sized to optimise the user experience across mobile and desktop devices.

Benefits - Enable agents to engage in live messaging sessions with customers on mobile and desktop devices.

Multiple Messaging Sessions

Enable agents to engage in multiple, simultaneous messaging sessions, even from different messaging sources. The administrator can configure the number of concurrent sessions allowed for an agent.

Benefits - Maximise agent productivity.

Transfer or Conference Messages

Enable agents to conference in other members of their team. Agents can also transfer messaging sessions to other agents or skills groups.

Benefits - Empower agents to assist customers quickly and effectively by requesting help from others when needed.

Visitor Information

All the data a customer fills out on the web or mobile widget is captured and transmitted to the agent's screen. Out of the box, the widget asks for the customer's full name and email address. You can add custom fields to gather intent from the customer prior to initiating the chat.

Benefits - Agents receive a "heads up" display to understand the context of the message request before directly engaging with the customer.

Proactive Session Initiation

Leverage web analytics to identify where and when to proactively offer the web visitor an opportunity to message with an agent.

Benefits - Improve the customer experience by anticipating customer questions and offering help when and where they need it most.

Auto-Greeting

Two types of greetings are available. One is a configurable global greeting that's used as a default if there's no customised agent greeting. The other is a greeting agents can customise.

Benefits - Improve the customer experience and personalise interactions.

Agent Alias

Use a custom agent alias instead of the agent's real name when engaging with a customer over messaging.

Benefits - Protect an agent's personal information.

Web Form with Drop-Down Lists for Topic Selection

The messaging widget for web and mobile use is customisable so that additional fields and parameters can be processed by the system. For example, some enterprises may want to include a customer account number or order number.

Benefits - Easily capture information that's tailored to the organisation.

Automatic Pushback

Once an agent has accepted a message request or has a message request routed to them, they can reply to the invitations within a configurable timeframe to have the messaging session pushed back to the interaction queue and assigned to another agent. This only applies to the initial response.

Benefits - Improve the customer experience by ensuring customers receive timely replies to their chat requests.

Configurable Business Hours

Hide the session widget and/or display a custom after-hours message for the widget based on your contact centre's daily, weekly, and/or special holiday hours of operations. Automatically alert customers when agents are unavailable and provide contact options like sending an email or scheduling a callback.

Benefits - Improve the customer experience when reaching out via messaging outside of business hours.

Comfort Messages

Configure custom messages to be delivered automatically while an agent is researching an issue, so the customer doesn't think the agent has abandoned the interaction.

Benefits - Improve the customer experience by providing periodic notices that the messaging session is still in progress.

Transfer and Re-Queue Messages

Configure custom messages to ensure that customers know they have been transferred or placed back into the queue to find the next best agent to help address their issues.

Benefits - Improve customer experience by providing notification that they are being connected to another agent for help.

Google Analytics for Messaging Events

Send VCC messaging console events to Google Analytics.

Benefits - Enhance the customer experience by gaining better insights into messaging console performance to drive improvement.

Customer-Requested Messaging Transcript

Allow individual customers to request a transcript to be sent after the session has ended.

Benefits - Enhance the customer experience by tailoring transcript availability to individual customer preference.

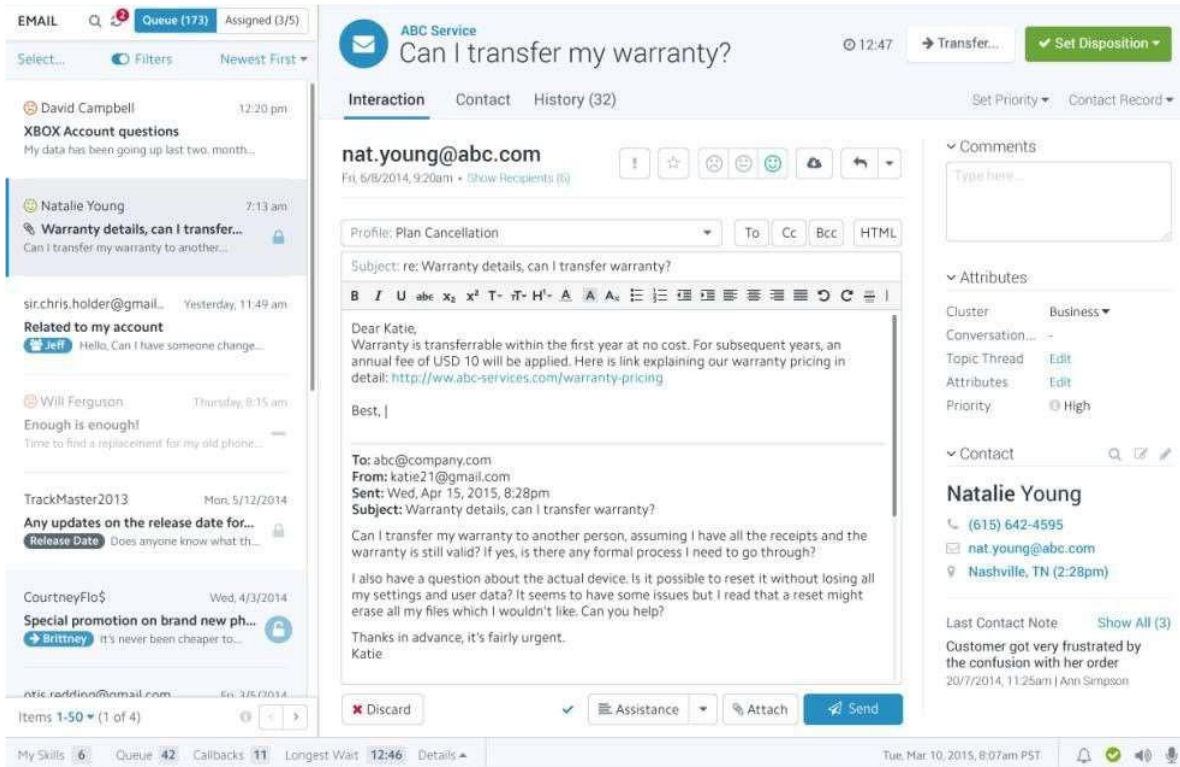
SMS Broadcast

SMS Broadcast lets users configure bulk broadcasts of SMS messages to a list of contacts from within VCC Administrator Console. Messages are formatted using templates, which can contain phone numbers, first and last names, email addresses, and variables.

Benefits - Easily create and manage proactive SMS communications with customers.

Email

VCC Email enables exceptional email customer service with actionable insights and better control. A natural language processing (NLP) engine analyses email content to determine topics, eliminate spam, and uncover customer sentiment.



Multiple Touchpoints

You can capture and respond to emails from on-premises email servers or cloud email clients such as Microsoft Outlook and Microsoft Office 365, as well as POP3 and IMAP-enabled email accounts. VCC also supports native exchange connections where native emails are converted into an VCC email interaction that can then be assigned to agents.

Benefits - Respond to emails from multiple touchpoints.

Search Open and Closed Emails

Agents can conduct a quick search by title or body keywords or an advanced search using metadata from open and closed email interactions. Searches only return emails that a particular agent is authorised to find, read, or reply.

Benefits - Increase agent productivity by reducing the time required to search for and locate emails.

View All Emails in Queue

In cherry pick mode, agents can look through all emails in a queue to find items to work on. Emails are shown 50 at a time.

Benefits - Increase agent productivity by reducing the time required to find emails.

Email Attachments Contact History

Email attachments are shown in the contact history of past interactions with a customer.

Benefits - Improve the customer experience by providing additional information an agent can use to deliver personalised experiences.

Email Autoreply and Auto-Acknowledgment

Automatic replies and acknowledgments can be configured for emails.

Benefits - Improve the customer experience by providing proactive communication and replies to customers.

Drag and Drop Email Attachments

Agents can easily drag and drop a file into the body of an email.

Benefits - Improve agent productivity by simplifying the process of including file attachments in emails.

Video

VCC Video can be a powerful addition to your customer contact options by bringing what your customers see directly to your agents. Shorten resolution times and create better experiences by letting your customers show and share their problems with agents in real time.

Benefits - Speed issue resolution and decrease customer effort.

Co-Browse

VCC Co-Browse lets agents proactively assist customers by viewing and interacting with their devices. This no-download solution lets customers connect instantly with agents and supports three levels of access security: view only, collaboration, and full control.

Benefits - Speed issue resolution and decrease customer effort.

Visual IVR

VCC Visual IVR lets you turn existing IVR flows, forms, and surveys into a visual, app-like engagement with customers. When necessary, connect your mobile customers directly to agents without requiring them to place a call or start a chat.

Estimated Wait Time

When a customer opts for a callback during a visual IVR session, they can be shown an estimated wait time with the option to wait or request a callback.

Benefits - Customers no longer need to wait on hold during periods of heavy call volume.

Reusable IVR Scripts

Create specific visual IVR scripts in Engagement Workflow and/or convert existing voice IVR scripts.

Benefits - Reduce development and maintenance time and create consistency across voice and visual IVR channels by building once and deploying for voice and mobile service.

Database Lookup

Visual IVR leverages the power of Engagement Workflow including the ability to use the query module to retrieve information from external databases.

Benefits - Provide information to customers on self-service.

Visual IVR Testing

Launch visual IVR scripts from the campaign manager into a web browser for testing.

Benefits - Simplify development and testing to deploy faster.

Pre-Packaged and Customer Themes

Visual IVR comes with a set of visual designs for web and mobile interaction. You can also develop your own themes using standard CSS.

Benefits - Incorporate your organisation's branding and design.

Visual Customer Feedback

Collect customer satisfaction feedback immediately after a call, email, or chat interaction using an intuitive visual feedback form.

Benefits - Improve your CSAT score and NPS by monitoring and measuring customer satisfaction.

Additional Features

Natural Language Processing

Spam Filtering

NLP improves agent efficiency by tagging and categorising chat, email, and social interactions after they have been assigned to queues. When agents are in cherry pick mode, they can manually set their filters to view the most relevant and actionable interactions to meet their business goals.

Benefits - The NLP engine improves agent efficiency by providing filters to help agents focus on actionable posts.

Sentiment Analysis

In cherry pick mode, the agent can set manual filters to prioritise how interactions should be handled. Once the interaction has been routed to or locked by an agent or sent to a queue, the NLP engine automatically scans the content and determines whether the customer is happy, neutral, or unhappy.

Benefits - Improve customer service by enabling agents to prioritise and respond to posts based on customer sentiment.

Rules Engine

Rules-Based Prioritisation

Automatically tag interactions after the item is routed to a queue and then set the attributes and priority of the interaction. Priorities are based on a scale of priority one, priority two, and priority three, according to your specific needs.

Benefits - Improve customer service and satisfaction by enabling agents to respond first to customers with posts that are of the highest priority.

Rules-Based Automatic Dispositioning

Following the routing of interactions into a queue, rules can be applied to go through email and social interactions for dispositioning. There are three fundamental disposition types: open (being worked), transferred (to someone else), and closed. Rules can be used to automatically assign a workflow milestone in one of these three categories.

Benefits - By automatically dispositioning posts, agents only see the items that matter to their productivity.

Rules-Based Attribute Tagging

When an agent is in cherry pick mode, interactions are routed to a queue and rules can set attributes. Attributes are custom values that can help further classify an interaction.

Benefits - Eliminate manual tagging and increase agent productivity by automatically characterising posts to gain customer insights into the transactions for a particular campaign.

Advanced Agent Assistance Tools

Media Stream Queue

A queue of items from text-based channels is provided to the agent from within the multichannel agent desktop. The media stream can include social posts, emails, and chat requests.

Benefits - Agents in cherry pick mode can use a list of preset drop-down values to filter interactions to view, select, and respond to inquiries from multiple text-based channels.

Sorting and Custom Views

Agents can manually sort media streams based on a variety of filters following the processing of interactions by the business rules or NLP.

Benefits - Ensure that agents follow corporate policies and guidelines using a mechanism to establish a process for escalations.

Next Best Actions

A message can be provided based on the attributes within the interaction following the routing of an item to an agent or queue. This allows for the presentation of specific enterprise “policies” to the agent when particular conditions exist.

Benefits - Ensure that agents follow corporate policies and guidelines using a mechanism to establish a process for escalations.

Agent Notes

Enable agents to create a custom note associated with the author and interaction.

Benefits - Maintain context and history of interactions with a customer.

Transfer to Agent or Group

Agents can transfer an interaction to another agent or back to a skill group queue.

Benefits - Enable agents to transfer to the most skilled agent quickly and easily.

Dispositions

Agents can disposition an interaction to close it out and move on to the next interaction.

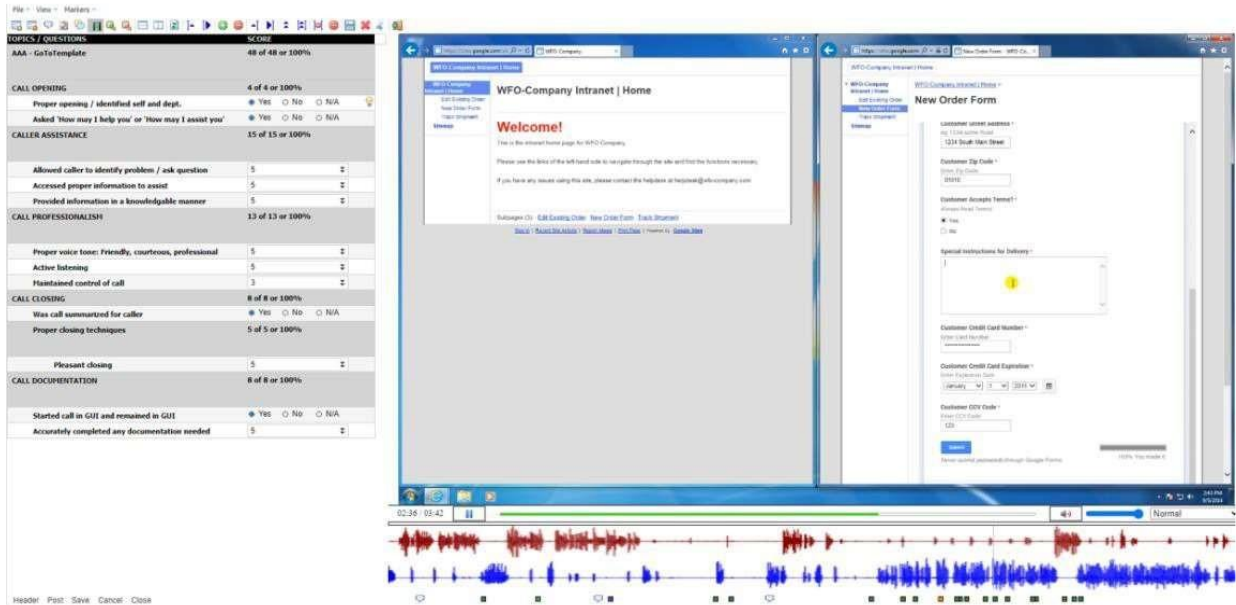
Benefits - Improve agent productivity by providing the ability to easily close out an interaction and move on to the next one.

VCC Workforce Optimisation

VCC Workforce Optimisation (WFO) provides a powerful set of tools to inspire, motivate, and engage agents. The tools include voice and digital interaction capture, screen recording, workforce management, quality management, interaction analytics, performance management and gamification, and automated workflows.

Use VCC WFO to:

- Improve first contact resolution rates.
- Enhance customer experience results and consistency.
- Increase agent engagement, performance, and productivity.
- Lower operating costs.
- Reduce customer effort for issue resolution.



Quality Management

VCC Quality Management (QM) includes an intuitive set of tools for your contact centre to deliver end-to-end management of QM processes. VCC QM provides agent evaluations, voice and digital interaction capture, screen recording, coaching, and live monitoring and assistance. The QM component enables you to score customer interactions, enhance your agent review process, monitor agents in real time, and assign e-learning to shape the evolution of your contact centre staff.

Automated Quality Management

Pair VCC Quality Management with VCC Interaction Analytics to enable automated quality management. Score every captured customer interaction and automatically assign interactions to evaluators based on their business value using analytical insights into conversations and outcomes.

Benefits - Greatly expand the scope of your quality program and increase the strategic value delivered to the business. Improve the effectiveness and efficiency of your quality staff by intelligently selecting interactions for evaluation.

Voice and Digital Interaction Capture

Configure call recordings of inbound programs or outbound campaigns, including third-party call segments, capture transcripts of digital channel interactions, and record a caller's integrated voice recognition speech input. You have an automatic system in place for your contact centre operations that covers all bases to assess performance, minimise exposure, and establish an audit trail.

Benefits - Monitor and manage the quality of your contact centre operations across all channels to ensure a positive customer experience, verify sales transactions, reduce liability, resolve customer issues, and comply with regulatory and legal recording requirements.

Screen Recording

Record agent interactions and capture screen information in real time based on random call recording or customer business rules.

Benefits - Improve service quality and enhance the customer experience, identify agent skill gaps as input for coaching and training needs, increase productivity, monitor quality to gain visibility into operations across multiple contact centres, and strengthen your contact centre's bottom line.

Real-Time Privacy Control

Pause recording of call segments while sensitive information is gathered according to PCI standards. Sensitive information appears as silence with multiple pause periods per call while screen data appears frozen during playback.

Benefits - Comply with regulatory and legal recording requirements to protect sensitive customer information.

Recording Storage

Record and store your contact centre interactions.

Benefits - Protect against liability risks and have an audit trail of all customer interactions.

Encryption

Encrypt data at the point of capture and throughout its lifetime in storage and archiving. Advanced capabilities for real-time privacy controls based on PCI standards enable you to pause recording of call segments while sensitive information is gathered.

Benefits - Sensitive information can be muted with multiple pause periods per call while screen data can be paused during playback.

Coaching Packages

Ad Hoc Coaching

Managers or coaches can proactively (manually) initiate coaching sessions when and as needed, driven by a quality evaluation of an interaction, a review of KPI scores that may be trending in the wrong direction, or some other external event. Managers can assign coaching sessions to an employee or group of employees directly from the QM Evaluation workspace without the need to toggle to another screen.

Performance-Driven Coaching

Automatically trigger coaching assignments when QM-related KPI scores in Scorecards fall outside of customer-defined thresholds. These automatic events alert the trainee, manager, and scheduler that a coaching session has been initiated. Immediately address any deficiencies in skills, knowledge, or behaviours to ensure the best customer service.

Planned Coaching

Planned coaching sessions can be linked with events such as annual or quarterly performance reviews, new product or service introductions, and periodic refresher training.

Benefits - Schedule agent coaching based on a quality evaluation, a review of KPI scores, scorecards, events, or annual or quarterly performance reviews. Agents receive the right training or coaching based on their specific needs, which empowers them to provide great customer experiences.

Customisable Dashboards

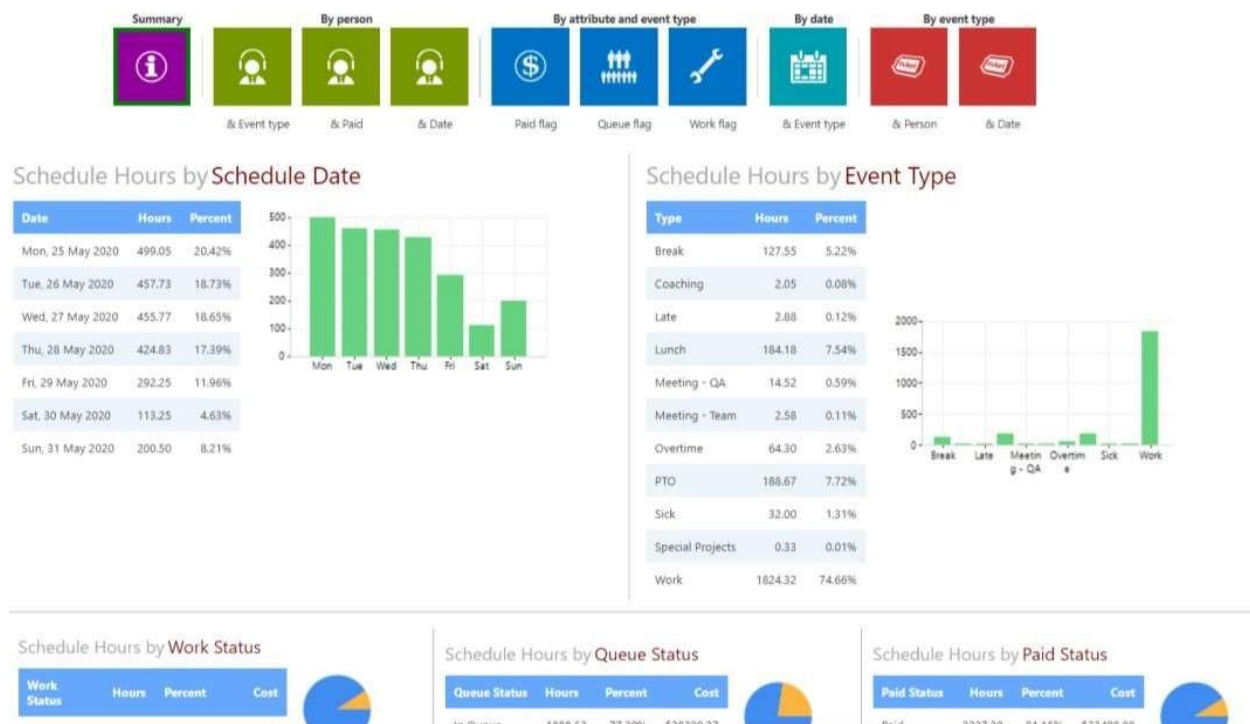
Easily configurable, real-time dashboards for monitoring KPIs include drag-and-drop widgets and charts for voice and text monitoring.

Benefits - Improve supervisor efficiency and ability to adhere to SLAs.

Workforce Management

VCC Workforce Management (WFM) strategically addresses staffing concerns using a proactive approach and ensures that agent productivity is maximised while meeting the scheduling needs of your

employees. VCC WFM provides resources for planning, forecasting, scheduling, agent adherence, adaptive intraday management, vacation planning, shift bidding, dashboards, mobile access, and more. Achieve the right balance between cost and service-level management to minimise operational costs and provide exceptional customer experiences.



Interaction Analytics

Analyse 100% of captured voice and digital interactions to gain insight into customer experience, agent performance, and business outcomes. Interaction Analytics provides insight into trends, conversation topics, emotions, and sentiment. When paired with VCC Quality Management, it enables automated scoring of interactions and evaluation assignments.

Benefits - Track and mine valuable information to understand how your customers feel about your products and brand and drive better business outcomes and growth. Understand where service breakdowns occur and pinpoint the causes. Automated QM amplifies quality programs and maximises their strategic contribution to the business.

CRM Connectors

Seamlessly embed VCC WFO functionality into a CRM user interface with pre-built integrations for Salesforce, Zendesk, Oracle, and ServiceNow.

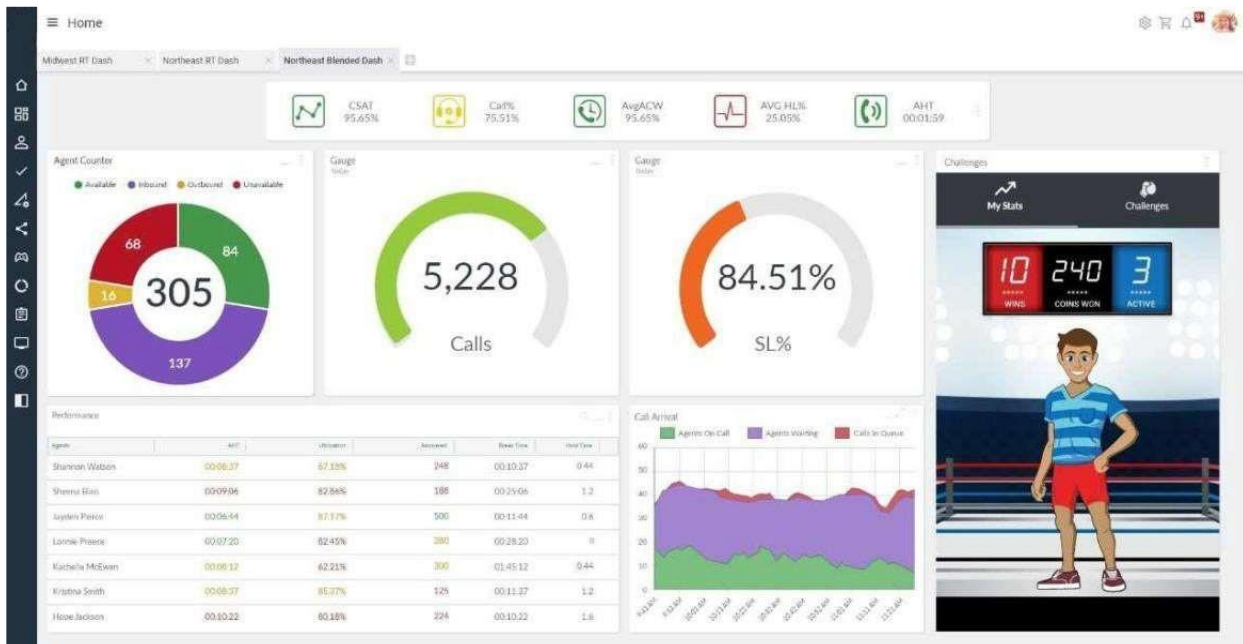
Benefits - Improve agent productivity and focus by accessing WFO functionality from within their familiar CRM interface.

Performance Dashboard

VCC Performance Dashboard provides insight and information to enable better decision-making. Share operational metrics, key performance indicators, and service level agreement statistics to gain insight into customer service or sales operations. VCC Performance Dashboard lets you understand exactly where performance stands, moment by moment, 24/7, so you can:

- Increase agent engagement and productivity.
- Drive data-based decisions across your organisation.
- Instil a culture of high performance and transparency.

- Foster continuous improvement with immediate feedback.
- Create an enterprise-wide single view of the truth.



Multirrole Dashboards

Role-based dashboards provide useful information across all levels of your organisation: agents, supervisors, managers, and line of business professionals.

Benefits - Powerful, intuitive visualisations make data easier to consume and drive better decisions based on data.

Vibrant Wallboards

Publicly display leaderboards, employee spotlights, performance metrics and KPIs, company messages, and other important information.

Benefits - Keep team members informed and engaged with data on their personal performance and contact centre performance.

Customisable KPIs and Metrics

Create KPIs based on your business's goals and objectives.

Benefits - Align goals, increase transparency, and foster collaboration to maximise everybody's contribution to your business's success.

Automatic Notifications

Receive notifications when key SLAs or KPIs drift off target.

Benefits - Know when action may be needed to stay ahead of changes to quickly discover the underlying causes and develop effective action plans to get back on track.

Data Aggregation

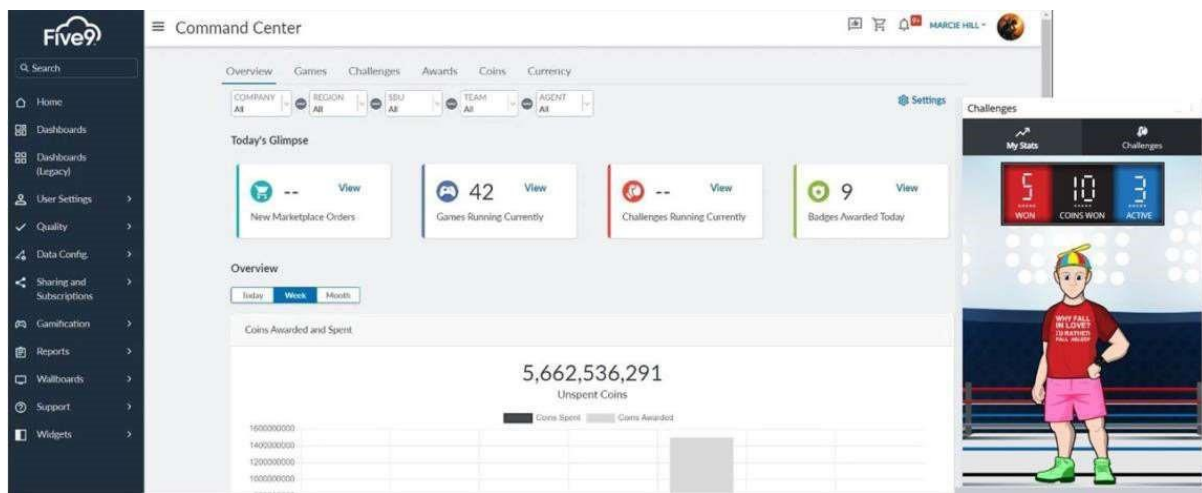
Automatically aggregate information from external sources and combine it with VCC data to create unified metrics.

Benefits - Keep everyone in your business on the same page and working with a single view of truth.

Gamification

VCC Gamification provides a variety of reward systems to motivate agent behaviour, create an environment for agents to see the big picture, and shake off moment-by-moment setbacks to achieve something greater. Use VCC Gamification to:

- Instil a culture of high performance and transparency.
- Increase agent engagement and reduce turnover.
- Reduce supervisory workload.
- Create a social working environment.
- Reinforce agent training.
- Improve productivity.



Games and Challenges

Supervisors and administrators can build and simulate games and challenges for agents to compete.

Benefits - Boost performance during critical periods or let agents initiate their own motivating competitions.

Payouts and Rewards

Flexible reward types include coins, gems, badges, and experience points.

Benefits - Agents are motivated to meet performance metrics in order to redeem payouts and rewards.

Online Marketplace

Agents can spend coins at the Marketplace, which offers goods, event tickets, gift cards, company swag, and other items.

Benefits - Recognise agents for extra effort and provide tangible benefits to reward and motivate.

Avatars

Allow agents to create a personalised digital avatar with the ability to purchase clothing, digital pets, and accessories.

Benefits - Give agents a fun way to express themselves and compete with other agents based on job performance.

Full Integration with Performance Dashboard

Allow agents to access their daily performance metrics and easily engage in games and challenges.

Benefits - A single dashboard shows their game performance and other metrics.

VCC Reporting

VCC Reporting provides crucial insights into contact centre performance with comprehensive and flexible reports for both real-time and historical information. Use VCC Reporting to:

- Get out-of-the-box results using 120+ pre-built reports based on best practices.
- Address unique business requirements with custom reporting features.
- Improve results of reporting functionality outside of VCC with data sharing options.

Home Dashboard Reports | 1-800-553-8159 | English - United States | Log Out

Report "Call Log"

Step 2: Select the columns to include in your report

Jump to Step: Report Columns | [vBack](#) | [Next](#)

Select columns for your report

Select All Columns | Deselect All Columns

Time				Select All Deselect All
☐ DATE	☐ DATE AND HOUR	☐ DAY OF MONTH	☐ DAY OF WEEK	
☐ HALF HOUR	☐ HOUR	☐ HOUR OF DAY	☐ MONTH	
☐ QUARTER HOUR	☐ TIME	☐ TIME INTERVAL	☐ TIMESTAMP	
☐ TIMESTAMP MILLISECOND	☐ YEAR			

Calls				Select All Deselect All
☐ ABANDON RATE	☐ ABANDONED	☐ ANI	☐ ANI AREA CODE	
☐ ANI COUNTRY	☐ ANI COUNTRY CODE	☐ ANI STATE	☐ CALL ID	
☐ CALL SURVEY RESULT	☐ CALL TYPE	☐ CAMPAIGN	☐ CALLS COMPLETED IN IVR	
☐ CALLS TIMED OUT IN IVR	☐ DISCONNECTED FROM HOLD	☐ DISPOSITION	☐ CONTACTED	
☐ CUSTOMER NAME	☐ DISPOSITION GROUP C	☐ DISPOSITION PATH	☐ DISPOSITION GROUP A	
☐ DISPOSITION GROUP B	☐ DNS COUNTRY	☐ DNS COUNTRY CODE	☐ DNS	
☐ DNS AREA CODE	☐ LIST NAME	☐ LIVE CONNECT	☐ DNS STATE	
☐ IVR PATH	☐ PARENT SESSION ID	☐ RECORDINGS	☐ NO PARTY CONTACT	
☐ NOTES	☐ SKILL	☐ SPEED OF ANSWER	☐ SERVICE LEVEL	
☐ SESSION ID				

Call Statistics				Select All Deselect All
☐ 3RD PARTY TALK TIME	☐ AFTER CALL WORK TIME	☐ BILL TIME (ROUNDED)	☐ CALL TIME	
☐ CONFERENCE TIME	☐ CONFERENCES	☐ CONSULT TIME	☐ COST	
☐ DIAL TIME	☐ HANDLE TIME	☐ HOLD TIME	☐ HOLDS	
☐ IVR COST	☐ IVR RATE	☐ IVR TIME	☐ MANUAL TIME	
☐ PARK TIME	☐ PARKS	☐ PREVIEW INTERRUPTED	☐ PREVIEW INTERRUPTED BY CALL	
☐ PREVIEW INTERRUPTED BY SKILL VM	☐ PREVIEW TIME	☐ QUEUE CALLBACK PROCESSING	☐ QUEUE CALLBACK REGISTERED	
☐ QUEUE CALLBACK WAIT TIME	☐ QUEUE WAIT TIME	☐ RATE	☐ RING TIME	
☐ TALK TIME	☐ TALK TIME LESS HOLD AND PARK	☐ TIME TO ABANDON	☐ TOTAL QUEUE TIME	
☐ TRANSFERS	☐ VIDEO TIME			

Voicemails				Select All Deselect All
☐ VOICEMAILS	☐ VOICEMAILS DECLINED	☐ VOICEMAILS DELETED	☐ VOICEMAILS HANDLE TIME	
☐ VOICEMAILS HANDLED	☐ VOICEMAILS RETURNED CALL	☐ VOICEMAILS TRANSFERRED		

Agent				Select All Deselect All
☐ AGENT	☐ AGENT EMAIL	☐ AGENT FIRST NAME	☐ AGENT GROUP	
☐ AGENT ID	☐ AGENT LAST NAME	☐ AGENT NAME	☐ DEST AGENT	
☐ DEST AGENT EMAIL	☐ DEST AGENT EXTENSION	☐ DEST AGENT FIRST NAME	☐ DEST AGENT GROUP	
☐ DEST AGENT LAST NAME	☐ DEST AGENT NAME	☐ EXTENSION		

Real-Time Reporting

Monitor contact centre statistics and KPIs, personalise views and alerts, and see real-time information in an Excel dashboard.

Benefits - Improve reaction time to contact centre events via call volume statistics and agent and queue management information.

Historical Reporting

Supervisors and administrators can view and export 120 standard reports on calls, campaigns, call dispositions/outcomes, dialling lists, and users.

Benefits - Improve forecasting and leverage a repository for reports and KPIs.

Standard Reports

Use more than 120 pre-built standard reports based on contact centre best practices. Each report is designed to answer a business question, such as "How effectively do I meet my quality-of-service objectives?" Options and filters easily fine-tune standard reports to focus on specific performance areas.

Benefits - Gain operational insights on day one with pre-built reports.

Custom Reports

Create custom tabular, summary, or matrix reports based on a large number of criteria and time periods. Include specific columns, filter criteria, and summarisation.

Benefits - Achieve greater contact centre performance insight and flexibility for users to tailor reporting to their specific needs or role.

Scheduled Reports

Schedule reports to automatically run daily, weekly, or monthly and share them with other users. View scheduled reports online in the reporting application or have reports delivered to an email address.

Benefits - Improve user productivity by allowing reports to be automatically processed and delivered.

Charts for Standard Reports

Add a variety of pre-formatted charts (pie, line, bar, and column charts) to reports.

Benefits - Monitor and analyse KPIs more effectively.

Omnichannel Reports

Historical reports and real-time dashboards combine voice and text interaction channels including agent achievement, agent max handle time, group max handle time, group SLA, volume report, workload summary by campaign, and workload summary by skill.

Benefits - Monitor and measure agent performance across interaction channels.

Visual IVR Reporting

Visual IVR reports include a session log, module summary, and script summary.

Benefits - Understand session results for text, voice, and self-service.

VCC Analytics

VCC Analytics is a contact centre intelligence platform that complements and expands standard VCC reporting functionality. This platform delivers powerful business intelligence capabilities tailored to the unique needs of contact centres. Use VCC Analytics to:

- Track and manage performance for your unique business metrics.
- Foster a culture of data-based decision-making.
- Discover operational issues and corrective actions.
- Share valuable insights across your business.



Data Repository

A curated, analytics-ready data warehouse eliminates siloed data and provides a single source of truth.

Benefits - Eliminate the need to export and import VCC data in external reporting or business intelligence systems.

Visual Dashboards and Reports

More than 30 data visualisation options make dashboards and reports quick and easy to process.

Create custom dashboards and reports using data exploration capabilities or modify existing ones.

Benefits - Tailor information to individual roles to drive operational improvement at all levels.

Multiple Sharing Options

Share dashboards and reports directly or as files and schedule them for regular execution and delivery. Viewers can drill down into underlying data to investigate root causes and identify corrective actions.

Benefits - Unlimited view licenses let you give everyone in your business the information they need to optimise performance and results.

Data Exploration

Interact with your data in multiple ways to examine and uncover correlations and interdependencies, even ones you weren't looking for.

Benefits - Discover and act on underlying root causes and drivers of desired business outcomes.

Customisable Metrics

Your business has unique needs that require you to be able to identify and track unique metrics. VCC Analytics comes with a comprehensive set of predefined metrics based on best practices. Modify metrics or create new ones to align with your unique business needs.

Benefits - Measure and manage the metrics that matter to your business success.

13-Month Data Retention

A 13-month default for data retention gives you sufficient information to report on year-to-year or month-to-month differences.

Benefits - Identify long-term trends and changes.

VCC Workflow Automation

VCC Workflow Automation helps create exceptional customer experiences through seamless integration of data between contact centre systems and across other enterprise business software such as Sales, Marketing, and HR. It enables companies to seamlessly connect disparate systems, aggregate information, act on customer data and context in real time, and trigger cross-platform workflows, automating CX while reducing workload and cost.

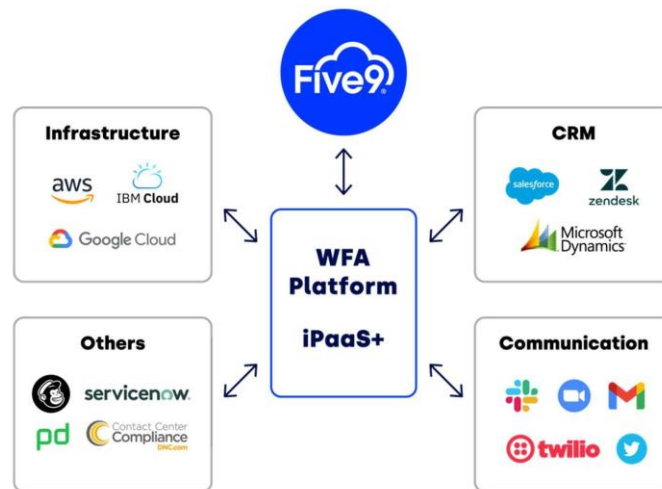
Benefits from Automation

- **Improve Agent Productivity:** Free up agents' time and produce more predictable results by supplanting manual processes and repetitive human actions with streamlined automation.
- **Supercharge the Sales Motion:** Break down data silos to speed up the sales cycle, streamline lead management, and reduce call follow-up time.
- **Connect the Customer Journey:** Manage your CX data flows in a single tool to resolve issues faster, maximise retention, and exceed service levels.

Automation Studio

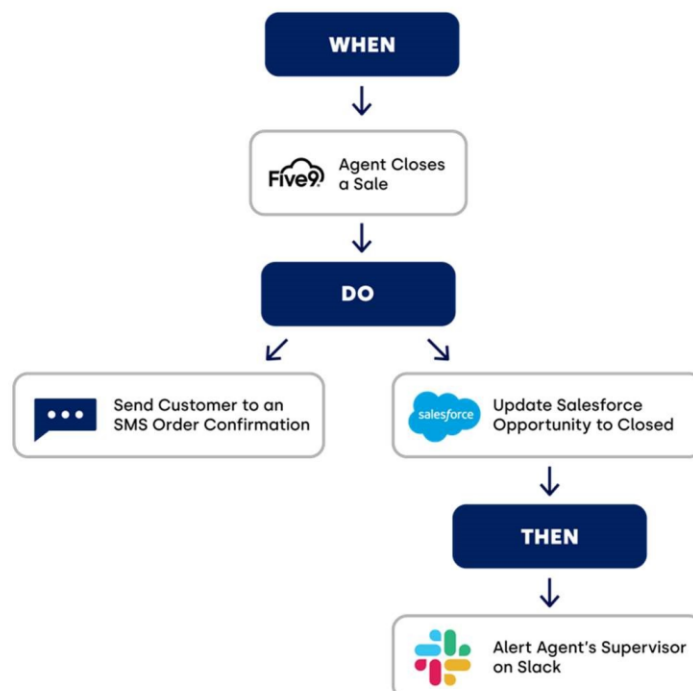
Automation Studio is a visually intuitive no-code/low-code integrated workflow development environment. It provides a powerful, enhanced way to easily connect VCC with other critical business systems like CRMs, ITSM, e-commerce, marketing, and other front-end and back-end systems. These integrations provide bidirectional data exchange and enable cross-platform workflow automation to drive business agility, productivity, and performance.

VCC Automation Studio offers a library of 100+ pre-built connections to popular business systems (SaaS and PaaS platforms) and applications to integrate systems faster, accelerating time to value. It provides built-in tools so you can build reaction workflows that give the power to automate common business functions. It enables contact centres to unlock previously siloed information and accelerate decision making.



Use VCC Workflow Automation to:

- Reduce integration effort and expense with pre-built data and functional integrations.
- Avoid business impacts caused by delayed (or no) actions.
- Increase productivity by eliminating manual monitoring and processes.



Pre-Built Connections

A library of pre-built connections automatically collects information and enables interaction between VCC and external systems.

Benefits - Reduce the expense and effort associated with developing and maintaining system-to-system integrations.

Visualise Performance in Real Time

Workflow Automation enhances visibility and transparency of your operations with data visualisations that incorporate real-time and historical information from VCC and other systems. A wide selection of pre-built visualisations lets you share operational information in a way that's intuitive and easily understood.

Benefits - Drive better, more informed decisions across your organisation by delivering relevant and actionable information to the people who need it.

Automated Workflows

Easily create intelligent, automated workflows to react in a coordinated manner in real time across VCC and other business systems.

Benefits - React quickly and effectively to improve operational consistency by preventing inaction due to human oversight.

Workflow Automation Use Cases

ANI Rotator - After every call attempt to a contact in an outbound list, VCC WFA will assign the next ANI to the contact to pulse for the next call. The next ANI is based on the area code (if required) and the last ANI associated with the contact record.

Automatically Reskill Agents - Based on SLAs, move agents back and forth between skills to assist with overflow traffic on phone and digital channels. When overflow agents are no longer needed, automatically move them back and send a notification to the agent via Slack or SMS.

Proactive Notification - Proactively send a custom message to customers via SMS or email informing them that you'll be calling in five minutes. Letting them know to expect the call has been proven to increase contact rates by up to 15%. Also, send proactive notifications or automated reminders based on specific event triggers.

Automate Mass Emails and Texts - Automatically generate welcome emails or texts using marketing automation software, helping to nurture leads and send important information and promotional items. Pull data from multiple databases to send group messages via email or SMS.

RPA for the Contact Centre - Robotic process automation (RPA) automates agent tasks within manual, rules-based processes like launching apps, cutting and pasting from different apps, and basic calculations — many of the "swivel chair" tasks — allowing agents to focus on value-added work.

Digital Outreach - Automatically contact a person based on events on social platforms. If someone posts a negative tweet about your company, the VCC WFA platform can listen for it, understand it, and automatically respond via tweet, SMS (if they're an existing customer), or email.

Prioritise Leads - Get your best leads to your best local agents, based on info from various sources, or prioritise leads with intent to buy based on data from the CRM systems. Contact your best leads first, automatically enter their data into the CRM, and auto assign to particular agents or skills.

Comprehensive Visualisation of Performance - VCC IVA provides operational visibility and transparency with dashboards combining data from VCC and other systems in real time, easy sharing via email address, standalone display on wallboards, and alerts.

Recording Storage - Add direct call recordings to the storage platform of your choice — Google Cloud Storage, Amazon S3, Google Drive, Microsoft One Drive, or Dropbox — in an instant. VCC WFA can generate a link to the recording and enter it automatically into your CRM.

Recording Transcription - VCC WFA can send call recordings to your transcription service, then save a copy of the transcript in the customer's CRM profile or in your company database.

Sentiment and Emotion Tracking - Use AI from Google, IBM, and Amazon to gauge the sentiment of customer calls. VCC WFA can automatically enter the results into your database of choice and notify managers of negative calls. Automate manager notification via Slack, email, or your preferred form of communication.

Extract, Transfer, Load (ETL) - VCC lets you automatically extract, transfer, and load data — a task that's usually done manually.

Perform data transfer, upload, and more on a scheduled basis or in real time based on random events.

Agent Account Setup/Onboarding - Seamlessly onboard new agents and employees with a self-service process customised by your manager. Create new accounts (in VCC, your CRM, and other applications) all at once in bulk, instead of one at a time.

Social Engagement - Create workflows to listen for social media mentions and automate multiple actions. For instance, look up customer value; automatically engage the customer via email, SMS, or phone; create a CRM case; and notify an agent via Slack or email.

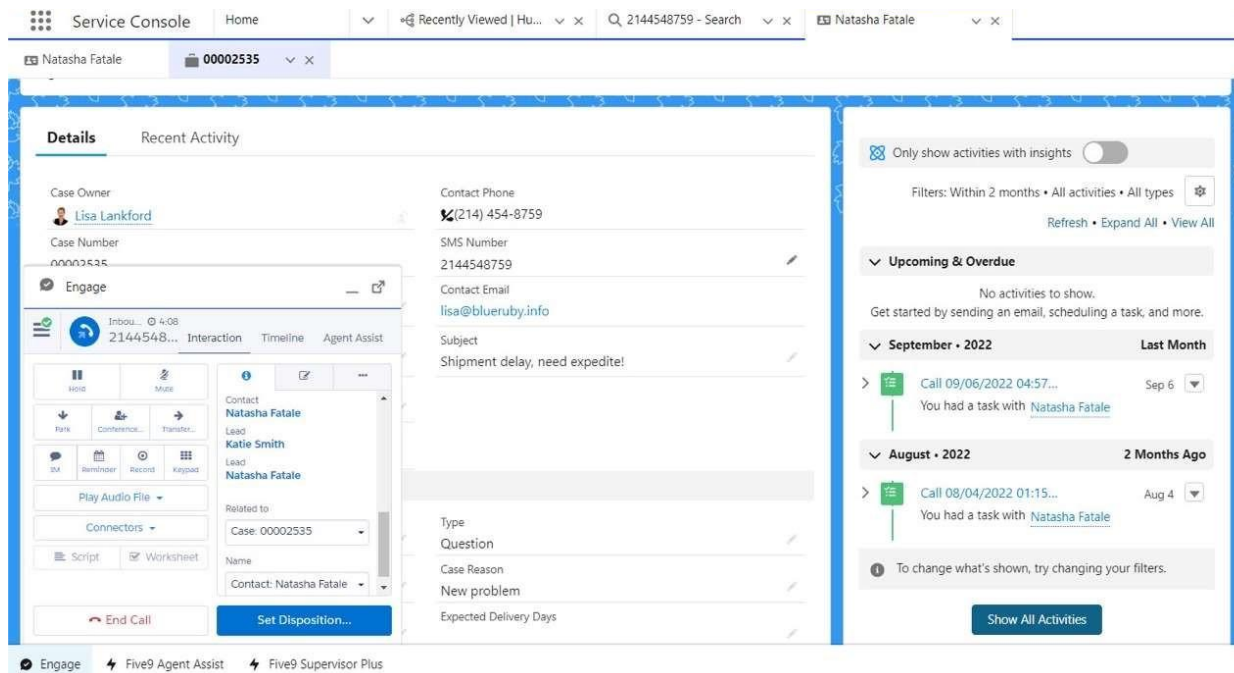
CRM Integrations

VCC provides robust pre-built integrations with industry-leading CRM solutions — Salesforce, ServiceNow, Microsoft, Oracle, and Zendesk — that seamlessly integrate within the CRM UI to provide real-time integration and data synchronisation, as well as the security, reliability, and performance needed to optimise sharing and management of customer data in a contact centre.

VCC Adapter for Salesforce

VCC Adapter for Salesforce combines contact centre controls natively in a single, intuitive user interface to capture, view, manage, and share every customer interaction. Provide a single consistent experience optimised for your Salesforce environment, minimising the learning curve and empowering agents to focus on the customer rather than the technology. The adapter is quick to deploy and easy to manage. Use it to:

- Create a seamless agent and supervisor experience.
- Combine Salesforce and contact centre data to provide accurate customer information and customer interactions.
- Put all the relevant customer information at the agent's fingertips.



Integrated Agent Desktop

This combines contact centre controls natively within Salesforce to capture, view, manage, and share every customer interaction.

Benefits - Minimise the learning curve and empower your agents to focus on the customer rather than the screen.

Standard Login, Single Sign-On

Log in via username and password or add single sign-on to log in to all tools from one set of credentials.

Benefits - Simplify the agent and supervisor experience to access the CRM desktop.

Agent Connectivity Options

- **Softphone:** Use VoIP to deliver calls directly to a built-in softphone running on the agent's workstation.
- **WebRTC:** Allow audio communication to work inside web pages by allowing direct peer-to-peer communication.
- **PSTN:** Use any direct dial number and phone to establish a connection and deliver VCC calls to your agents.

Benefits - Choose to leverage various connectivity options best suited for your agents.

Telephony Controls

Call controls enable agents to dial, park, hold, transfer (warm and cold), or conference in another user.

Benefits - Gain flexibility for agents to control the interaction with customers.

Click-to-Call and Click-to-SMS.

Ability to click the "dial" or "SMS" button within the CRM desktop to interact with your customers or prospects.

Benefits - Eliminate manual dialling and increase agent productivity.

Search, Screen Pop

This automatically searches the CRM database to provide a contact match based on the phone number of the inbound interaction.

Benefits - Reduce agent workload by accessing details and contact match for each customer interaction.

Call History

This displays past call history based on each contact within the CRM database.

Benefits - Access context on previous calls to help agents understand and personalise each interaction.

Call Logging

This automatically logs call details and attaches them to each contact within the CRM database.

Benefits - Eliminate the need for agents to manually log calls.

Call Recording

Capture stereo call recordings for inbound or outbound calls, including a caller's IVR speech input. Rules based recording and upload with support for multi-segment calls and associated metadata is supported.

Benefits - Monitor and manage the quality of your contact centre operations, ensure a positive customer experience, verify sales transactions, reduce liability, resolve customer issues, and comply with regulatory and legal requirements.

Predictive Dialler

Automate outbound dialling and increase the amount of time your agents spend talking to real prospects and customers, instead of dialling numbers.

Benefits - Save agents time listening to unanswered calls or busy signals.

Power Dialler

Automatically dial a user-configured number of calls per available sales agent more efficiently and allow agents to focus on live connections instead of manual dialling.

Benefits - Maximise the amount of time agents spend talking to real prospects and customers.

Progressive Dialler

This automated dialling system only connects agents to calls answered by a live person.

Benefits - Get the productivity benefits of automatic dialling while ensuring each connected outbound call is delivered to an available agent.

Preview Dialling

Automatically deliver each contact record to agents based on your outbound campaign settings, business rules, and best practices.

Benefits - Agents can tailor the conversation for each call according to your history with the customer.

TCPA Manual Touch Mode

Enhance preview dialling by removing automatic dialling without agent involvement.

Benefits - Enable agents to review the contact details of pre-assigned records and then initiate dial or skip the record to increase agent efficiency and maintain compliance standards.

Federated Routing

This provides auto synching presence status between VCC and Salesforce.

Benefits - Enforce channel priority while maintaining separate routing engines.

Delegated Routing

This provides full VCC management of Salesforce channels.

Benefits - Maximise agent utilisation and channel results.

Intelligent Virtual Agent (IVA) Routing

Route interactions from the IVA directly to an agent within the CRM desktop.

Benefits - Connect customers who need to speak with a live agent directly.

Skills-Based Routing

Determine customer intent and route the customer to the right resource based on skill to help them continue their customer journey.

Benefits - Empower your agents so they understand customer intent and can accelerate the customer journey to the right outcome.

Real-Time Reporting

Supervisors can operate the contact centre more effectively by monitoring contact centre statistics and key performance indicators (KPIs), personalising their views and alerts, and seeing real-time information in the VCC Performance Dashboard.

Benefits - Improve supervisor reaction time to call volume statistics and agent and queue management.

Historical Reporting

Supervisors and administrators can view and export 150 standard reports on calls, campaigns, call dispositions and outcomes, dialling lists, and users.

Benefits - Improve forecasting and provide a repository for reports and KPIs.

Additional Functionality

List Sync Plus

This quickly matches the VCC contact list with Salesforce contacts.

Benefits - Automatically sync VCC and Salesforce contacts to create a single source of truth for customer contacts.

Agent Assist

VCC Agent Assist is a web application that sits on the agent desktop, listens in on all calls, and provides guidance and knowledge base articles to agents in real time, based on the call context, helping them to better serve the customer, increase upsell opportunities, and remain compliant.

Benefits - Agent Assist helps agents by automatically transcribing calls, summarising them in real time to help reduce the time spent on after-call work.

Digital Engagement

Give agents the ability to support, interact, and switch between all media channels through an easy-to-use, unified interface.

Benefits - Enable agents to easily engage with customers over the phone, email, chat, SMS, video, and social networks.

Embedded Supervisor Plus

This displays real-time statistics for queues, campaigns, and agents to allow supervisors to manage resources efficiently and effectively within the Salesforce interface.

Benefits - Eliminate the need to work with two different applications to manage operations quickly and efficiently.

Workforce Optimisation Connector

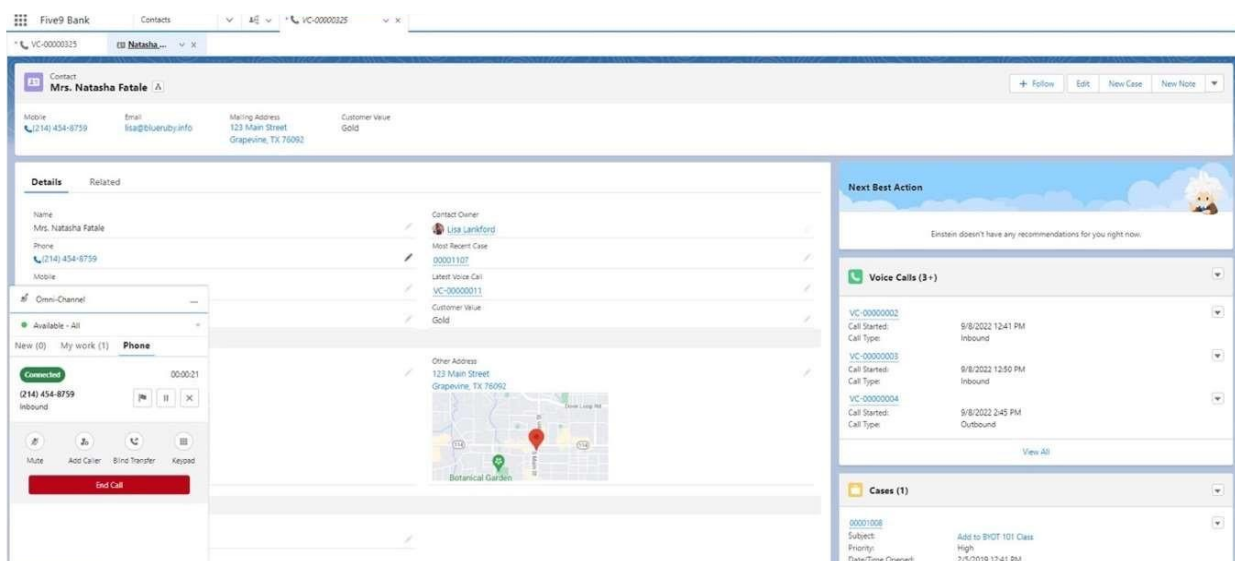
This pre-built connector records interactions, captures transcripts of digital channels, and collects handling data.

Benefits - Maximise employee performance and business processes to improve the overall quality of the customer experience.

VCC for Service Cloud Voice BYOT

VCC for Service Cloud Voice BYOT combines the power of VCC telephony seamlessly within the Salesforce Omni-Channel widget to provide a single, intuitive user interface to capture every customer interaction. Reduce the learning curve and empower your agents to focus on the customer rather than the technology. Use this integration to:

- Increase your agent productivity.
- Leverage a seamless agent and customer service experience.
- Provide all the relevant customer information at the agent's fingertips.



Integrated Agent Desktop

This combines contact centre controls natively within Salesforce to capture, view, manage, and share every customer interaction.

Benefits - Minimise the learning curve and empower your agents to focus on the customer rather than the screen.

Standard Login, Single Sign-On

Log in via username and password or add single sign-on to log in to all tools from one set of credentials.

Benefits - Simplify the agent and supervisor experience to access the CRM desktop.

Agent Connectivity Options

- **Softphone:** Use VoIP to deliver calls directly to a built-in softphone running on the agent's workstation.
- **WebRTC:** Allow audio communication to work inside web pages by allowing direct peer-to-peer communication.
- **PSTN:** Use any direct dial number and phone to establish a connection and deliver VCC calls to your agents.

Benefits - Choose to leverage various connectivity options best suited for your agents.

Telephony Controls

Call controls enable agents to dial, park, hold, transfer (warm and cold), or conference in another user.

Benefits - Gain flexibility for agents to control the interaction with customers.

Click-to-Call.

Click the "dial" button within the CRM desktop to interact with your customers or prospects.

Benefits - Eliminate manual dialling and increase agent productivity.

Search, Screen Pop

Automatically search the CRM database to provide a contact match based on the phone number of the inbound interaction.

Benefits - Reduce agent workload by providing details and contact match for each customer interaction.

Call Recording

Capture stereo call recordings for inbound or outbound calls, including a caller's IVR speech input. Rules based recording and upload with support for multi-segment calls and associated metadata is supported.

Benefits - Monitor and manage the quality of your contact centre operations, ensure a positive customer experience, verify sales transactions, reduce liability, resolve customer issues, and comply with regulatory and legal requirements.

Predictive Dialler

Automate outbound dialling and increase the amount of time your agents spend talking to real prospects and customers, instead of dialling numbers.

Benefits - Save agents time listening to unanswered calls or busy signals.

Intelligent Virtual Agent (IVA) Routing

Route interactions from the IVA directly to an agent within the CRM desktop.

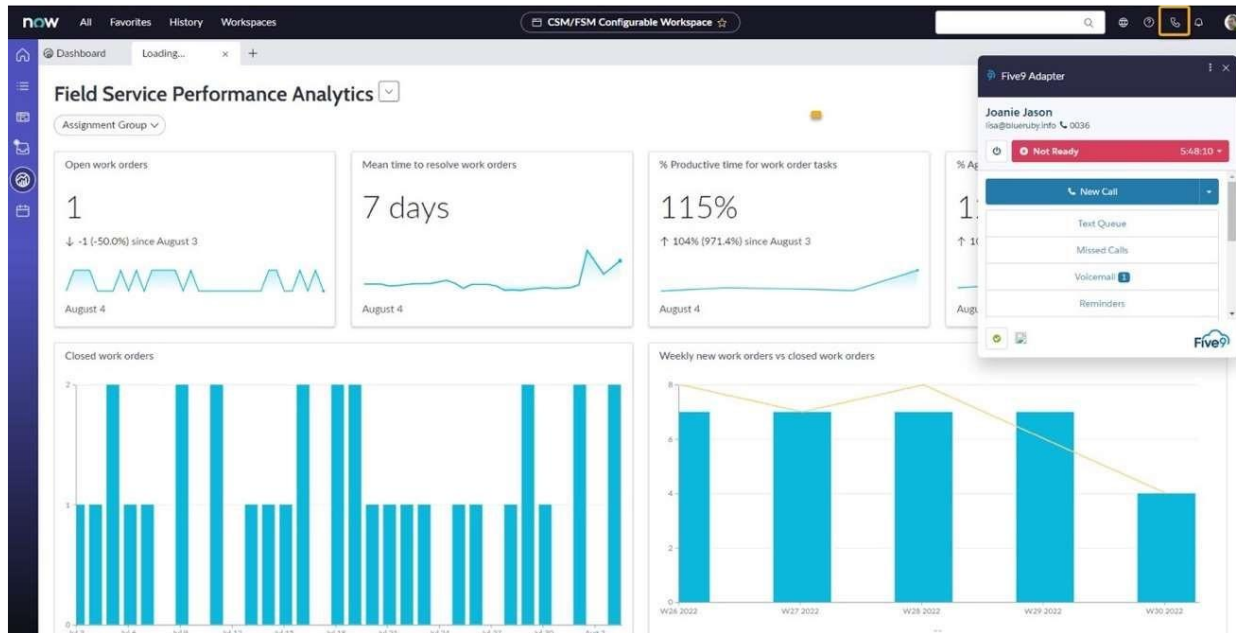
Benefits - Connect customers who need to speak with a live agent directly.

VCC Adapter for ServiceNow

VCC Adapter for ServiceNow improves customer and employee experiences by orchestrating a seamless voice service across customer, employee, technology, and creator workflows. Harness the power of real-time customer data to drive greater business results — increasing agent productivity and improving customer service. The adapter is quick to deploy and easy to manage. Use it to:

- Leverage accurate customer data and customer interactions.

- Provide a seamless agent experience.
- View relevant customer information delivered to the agent's screen.



Integrated Agent Desktop

This combines contact centre controls natively within Salesforce to capture, view, manage, share every customer interaction.

Benefits - Minimise the learning curve and empower your agents to focus on the customer rather than the screen.

Standard Login, Single Sign-On

Log in via username and password or add single sign-on to log in to all tools from one set of credentials.

Benefits - Simplify the agent and supervisor experience to access the CRM desktop.

Agent Connectivity Options

- **Softphone:** Use VoIP to deliver calls directly to a built-in softphone running on the agent's workstation.
- **WebRTC:** Allow audio communication to work inside web pages by allowing direct peer-to-peer communication.
- **PSTN:** Use any direct dial number and phone to establish a connection and deliver VCC calls to your agents.

Benefits - Choose to leverage various connectivity options best suited for your agents.

Telephony Controls

Call controls enable agents to dial, park, hold, transfer (warm and cold), or conference in another user.

Benefits - Gain flexibility for agents to control the interaction with customers.

Click-to-Call and Click-to-SMS.

Click the "dial" or "SMS" button within the CRM desktop to interact with your customers or prospects.

Benefits - Eliminate manual dialling and increase agent productivity.

Search, Screen Pop

This automatically searches the CRM database to provide a contact match based on the phone number of the inbound interaction.

Benefits - Reduce agent workload by providing details and contact match for each customer interaction.

Call History

This displays past call history based on each contact within the CRM database.

Benefits - Provide context on previous calls to help agents understand and personalise each interaction.

Call Logging

This automatically logs call details and attaches them to each contact within the CRM database.

Benefits - Eliminate the need for agents to manually log calls.

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Power Dialler

Automatically dial a user-configured number of calls per available sales agent more efficiently and allow agents to focus on live connections instead of manual dialling.

Benefits - Maximise the amount of time agents spend talking to real prospects and customers.

Progressive Dialler

This automated dialling system only connects agents to calls answered by a live person.

Benefits - Get the productivity benefits of automatic dialling while ensuring each connected outbound call is delivered to an available agent.

Preview Dialling

This automatically delivers each contact record to agents based on your outbound campaign settings, business rules, and best practices.

Benefits - Agents can tailor the conversation for each call according to your history with the customer.

TCPA Manual Touch Mode

Enhance preview dialling by removing automatic dialling without agent involvement.

Benefits - Enable agents to review the contact details of pre-assigned records and then initiate dial or skip the record to increase agent efficiency and maintain compliance standards.

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Skills-Based Routing

Determine customer intent and route the customer to the right resource based on skill to help them continue their customer journey.

Benefits - Empower your agents so they understand customer intent and can accelerate the customer journey to the right outcome.

Real-Time Reporting

Supervisors can operate the contact centre more effectively by monitoring contact centre statistics and key performance indicators (KPIs), personalising their views and alerts, and seeing real-time information in the VCC Performance Dashboard.

Benefits - Improve supervisor reaction time to call volume statistics and agent and queue management.

Historical Reporting

Supervisors and administrators can view and export 150 standard reports on calls, campaigns, call dispositions and outcomes, dialling lists, and users.

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Additional Functionality

Agent Assist

VCC Agent Assist is a web application that sits on the agent desktop, listens in on all calls, and provides guidance and knowledge base articles to agents in real time, based on the call context, helping them to better serve the customer, increase upsell opportunities, and remain compliant.

Benefits - Agent Assist helps agents by automatically transcribing calls, summarising them in real time to help reduce the time spent on after-call work.

Digital Engagement

Give agents the ability to support, interact, and switch between all media channels through an easy-to-use, unified interface.

Benefits - Enable agents to easily engage with customers over the phone, email, chat, SMS, video, and social networks.

Workforce Optimisation Connector

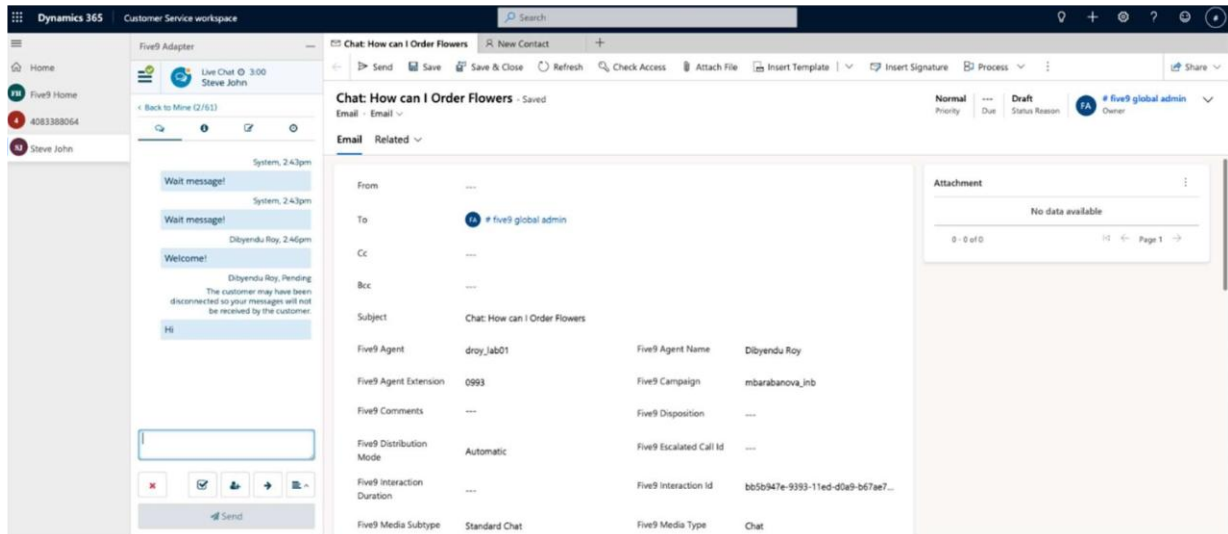
This pre-built connector records interactions, captures transcripts of digital channels, and collects handling data.

Benefits - Maximise employee performance and business processes to improve the overall quality of the service and customer experience.

VCC Adapter for Microsoft Dynamics 365

VCC Adapter for Microsoft Dynamics 365 combines contact centre controls natively in a single, intuitive user interface to capture, view, manage, and share every customer interaction. Agents no longer have to switch between applications to find the information they need, empowering agents to focus on the customer rather than the technology. The adapter is quick to deploy and easy to manage. Use it to:

- Leverage accurate customer data and customer interactions.
- Provide a seamless agent experience.
- Deliver relevant customer data to the agent's screen.



Integrated Agent Desktop

This combines contact centre controls natively within Salesforce to capture, view, manage, and share every customer interaction.

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Standard Login, Single Sign-On

Log in via username and password or add single sign-on to log in to all tools from one set of credentials.

Benefits - Simplify the agent and supervisor experience to access the CRM desktop.

Agent Connectivity Options

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Benefits - Choose to leverage various connectivity options best suited for your agents.

Telephony Controls

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Progressive Dialler

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Benefits - Get the productivity benefits of automatic dialling while ensuring each connected outbound call is delivered to an available agent.

Preview Dialling

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Historical Reporting

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Improve forecasting and provide a repository for reports and KPIs.

Support for Multisession Applications

Work within multisession applications such as Customer Service workspace and Omnichannel for Customer Service.

Benefits - Enable agents to handle an omnichannel workspace for voice and digital interactions to meet customers on their preferred connection.

Additional Functionality

Agent Assist

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Digital Engagement

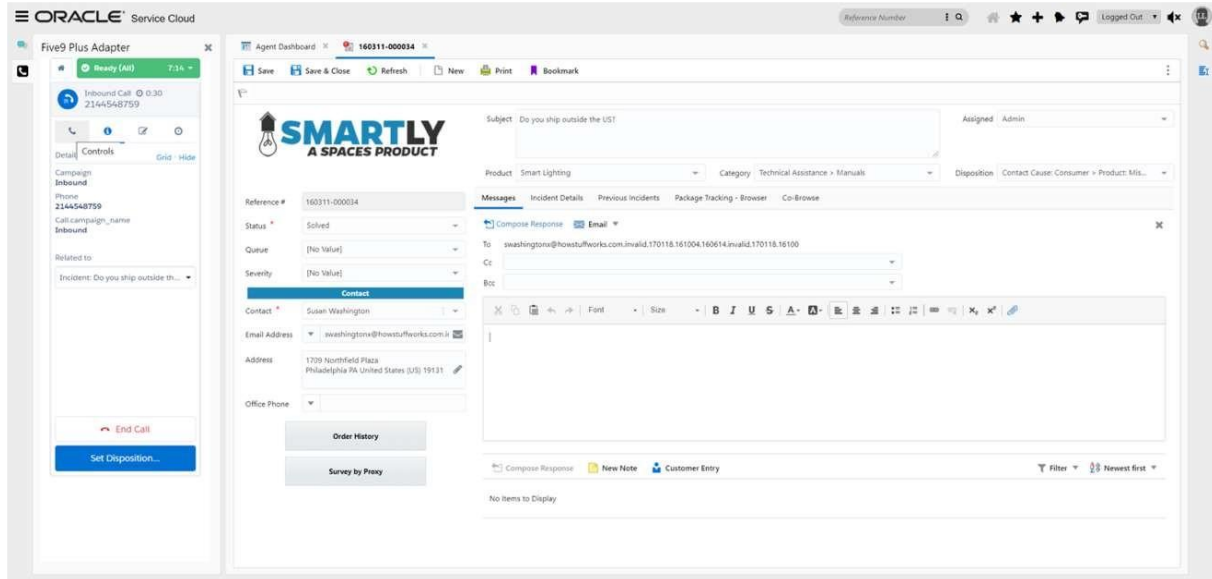
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VCC Adapter for Oracle

VCC Adapter for Oracle gives your service organisation the ability to engage customers from a single environment, capturing conversation details with greater ease. Agents no longer need to switch between applications to address customer concerns. Use this adapter to:

- Create a seamless agent experience.
- Use integrated Oracle and contact centre data to provide accurate customer information and interactions.
- Deploy quickly and manage easily.



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This combines contact centre controls natively within Salesforce to capture, view, manage, and share every customer interaction.

Benefits - Minimise the learning curve and empower your agents to focus on the customer rather than the screen.

Standard Login, Single Sign-On

Log in via username and password or add single sign-on to log in to all tools from one set of credentials.

Benefits - Simplify the agent and supervisor experience to access the CRM desktop.

Agent Connectivity Options

- **Softphone:** Use VoIP to deliver calls directly to a built-in softphone running on the agent's workstation.
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- **PSTN:** Use any direct dial number and phone to establish a connection and deliver VCC calls to your agents.

Benefits - Choose to leverage various connectivity options best suited for your agents.

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Call History

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Call Logging

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Benefits

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Capture stereo call recordings for inbound or outbound calls, including a caller's IVR speech input. Rules based recording and upload with support for multi-segment calls and associated metadata is supported.

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Benefits - Maximise the amount of time agents spend talking to real prospects and customers.

Progressive Dialler

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Benefits - Get the productivity benefits of automatic dialling while ensuring each connected outbound call is delivered to an available agent.

Preview Dialling

Automatically deliver each contact record to agents based on your outbound campaign settings, business rules, and best practices.

Benefits

Agents can tailor the conversation for each call according to your history with the customer.

TCPA Manual Touch Mode

Enhance preview dialling by removing automatic dialling without agent involvement.

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Real-Time Reporting

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Supervisors and administrators can view and export 150 standard reports on calls, campaigns, call dispositions and outcomes, dialling lists, and users.

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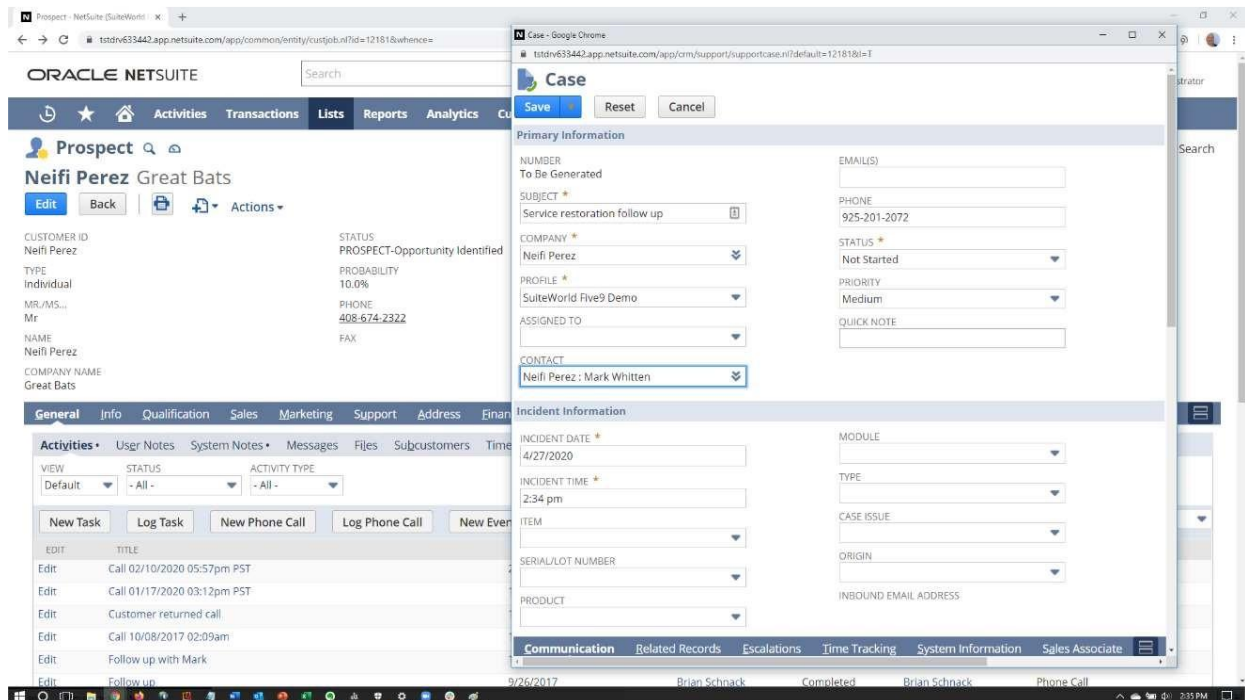
Benefits - Maximise employee performance and business processes to improve the overall quality of the service and customer experience.

VCC Adapter for Oracle NetSuite

VCC Adapter for Oracle NetSuite enables your teams to fully capture customer interactions from a single environment. Provide a consistent, optimised experience for your agents to reduce the learning curve and empower agents to focus on customers. Use this adapter to:

- Give service and sales organisations visibility from a single environment.
- Capture conversation details with greater ease and speed.
- Fully capture customer interactions.

- Increase agent productivity and improve customer service.



Integrated Agent Desktop

This combines contact centre controls natively within Salesforce to capture, view, manage, and share every customer interaction.

Benefits - Minimise the learning curve and empower your agents to focus on the customer rather than the screen.

Standard Login, Single Sign-On

Log in via username and password or add single sign-on to log in to all tools from one set of credentials.

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Call controls enable agents to dial, park, hold, transfer (warm and cold), or conference in another user.

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Click the "dial" button within the CRM desktop to interact with your customers or prospects.

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Progressive Dialler

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Benefits - Get the productivity benefits of automatic dialling while ensuring each connected outbound call is delivered to an available agent.

Preview Dialling

Automatically deliver each contact record to agents based on your outbound campaign settings, business rules, and best practices.

Benefits - Agents can tailor the conversation for each call according to your history with the customer.

TCPA Manual Touch Mode

Enhance preview dialling by removing automatic dialling without agent involvement.

Benefits - Enable agents to review the contact details of pre-assigned records and then initiate dial or skip the record to increase agent efficiency and maintain compliance standards.

Intelligent Virtual Agent (IVA) Routing

Route interactions from the IVA directly to an agent within the CRM desktop.

Benefits - Connect customers who need to speak with a live agent directly.

Skills-Based Routing

Determine customer intent and route the customer to the right resource based on skill to help them continue their customer journey.

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Real-Time Reporting

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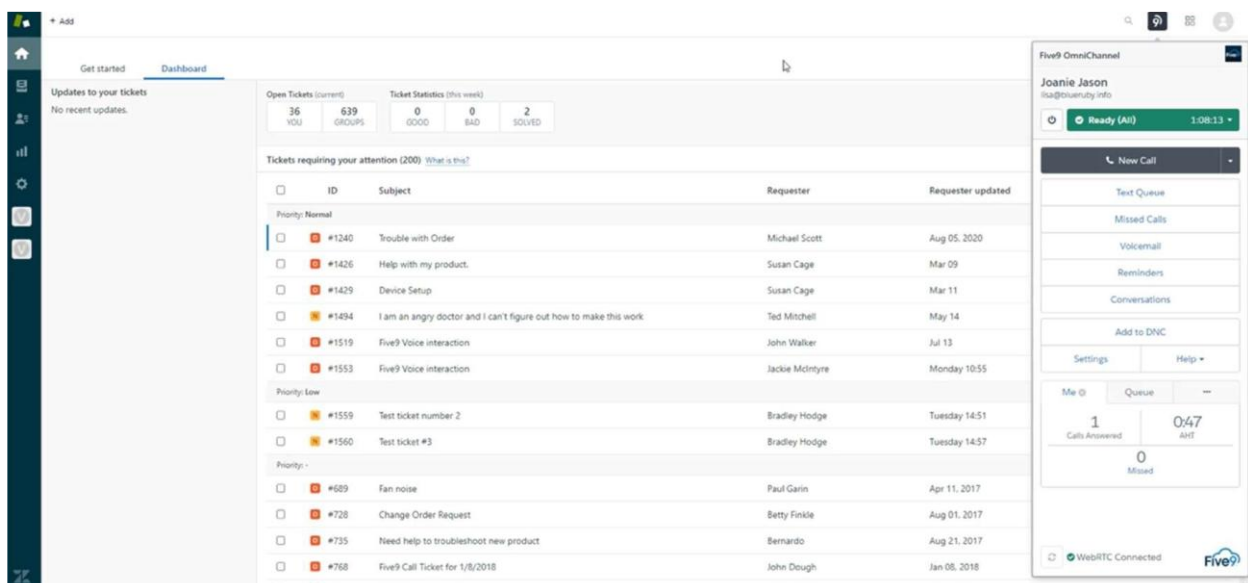
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Benefits - Improve forecasting and provide a repository for reports and KPIs.

VCC Adapter for Zendesk

VCC Adapter for Zendesk helps boost agent productivity and improve customer service by harnessing the power of real-time customer data. Integrate your CRM system with VCC to simplify the agent experience, minimise the learning curve, and empower agents to focus on customers. The adapter is quick to deploy and easy to manage. Use it to:

- View customer data and customer interactions accurately.
- Provide a seamless agent experience.
- Deliver relevant customer data to agent screens.



The screenshot displays the Five9 CRM interface. On the left is a navigation sidebar. The main dashboard area shows 'Open Tickets (current)' with 36 tickets for the user and 639 for groups. 'Ticket Statistics (this week)' shows 0 good, 0 bad, and 2 solved. Below this is a table of 'Tickets requiring your attention (200)'. The table has columns for ID, Subject, Requester, and Requester updated. Tickets are categorized by priority: Normal, Low, and -. The right sidebar shows the user's profile (Joanie Jason), a 'Ready (All)' status, and a 'New Call' button. Below this are buttons for 'Text Queue', 'Missed Calls', 'Voicemail', 'Reminders', and 'Conversations'. At the bottom right, there's a 'Queue' section showing 1 call answered and 0 missed, and a 'VieBRTC Connected' status.

ID	Subject	Requester	Requester updated
#1240	Trouble with Order	Michael Scott	Aug 05, 2020
#1426	Help with my product.	Susan Cage	Mar 09
#1429	Device Setup	Susan Cage	Mar 11
#1494	I am an angry doctor and I can't figure out how to make this work	Ted Mitchell	May 14
#1519	Five9 Voice interaction	John Walker	Jul 13
#1553	Five9 Voice interaction	Jackie McIntyre	Monday 10:55
#1559	Test ticket number 2	Bradley Hodge	Tuesday 14:51
#1560	Test ticket #3	Bradley Hodge	Tuesday 14:57
#689	Fan noise	Paul Garin	Apr 11, 2017
#728	Change Order Request	Betty Finkle	Aug 01, 2017
#735	Need help to troubleshoot new product	Bernardo	Aug 21, 2017
#768	Five9 Call Ticket for 1/8/2018	John Dough	Jan 08, 2018

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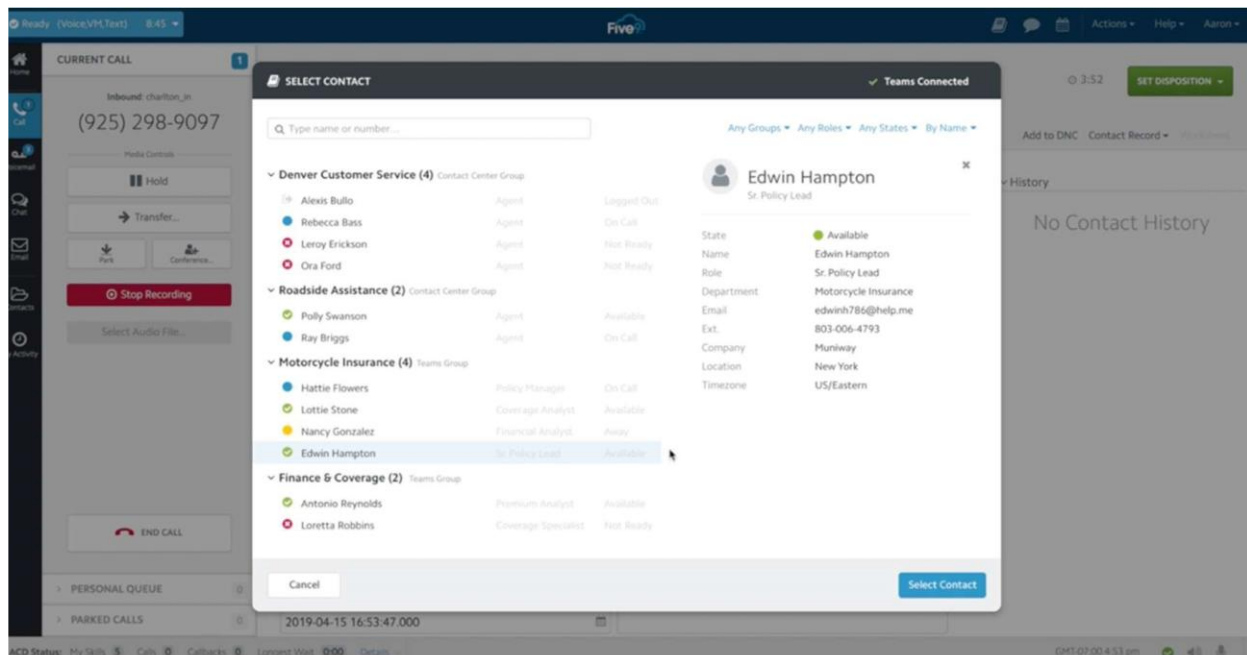
UC Integrations

VCC provides pre-built integrations with leading UC solutions — Microsoft Teams, Zoom Phone, RingCentral — that break down organisational barriers and better leverage resources by connecting agents to subject matter experts without incurring additional toll charges. The VCC enhanced address book equips agents to search, find, and check availability to instantly connect with experts across departments to deliver the quickest resolution.

VCC Integration with Microsoft Teams

VCC Integration with Microsoft Teams accelerates resolutions and improves customer experiences by connecting agents with subject matter experts in real time — anywhere in the organisation. Use this integration to:

- Increase first call resolution with easy access to subject matter experts.
- Improve customer satisfaction and loyalty.
- Empower agents to find answers to customer questions. ☑ Increase collaboration within the organisation.



When purchasing the UC integration, there are two main components involved:

- **Telephony Connect (SIP trunk):** Cloud-to-cloud SIP trunk integration allows calls to be transferred between the UC provider and VCC (vice versa) without incurring call charges.
- **Agent-Expert Consultation (UC Adapter):** UC directory integration and presence status allows agents to identify and contact subject matter experts within their organisation via voice (with support for ADP and ADT+ desktop clients).

Automatically Redirect Calls

Direct calls to the correct skill groups.

Benefits - Seamlessly move calls between the UC and VCC.

Call-Free On-Net Calling, Conferencing, and Transfers

Effortlessly move calls between the UC and VCC platforms to enable call-free calling.

Benefits - Make on-net calls call free.

Consolidated Directory

Enable a single directory of VCC agents and UC subject matter experts.

Benefits - View a single source to easily identify the right subject matter expert.

Department Filters

Filter users by departments/groups.

Benefits - Easily find the right subject matter expert to loop into the customer interaction.

Group Filtering

Import a select choice of UC groups/departments to ensure agents only see the right experts.

Benefits - Increase collaboration within the organisation.

Presence Status

Enable agents to see subject matter expert presence status.

Benefits - View which subject matter experts are available, busy, or away.

Click-to-Call

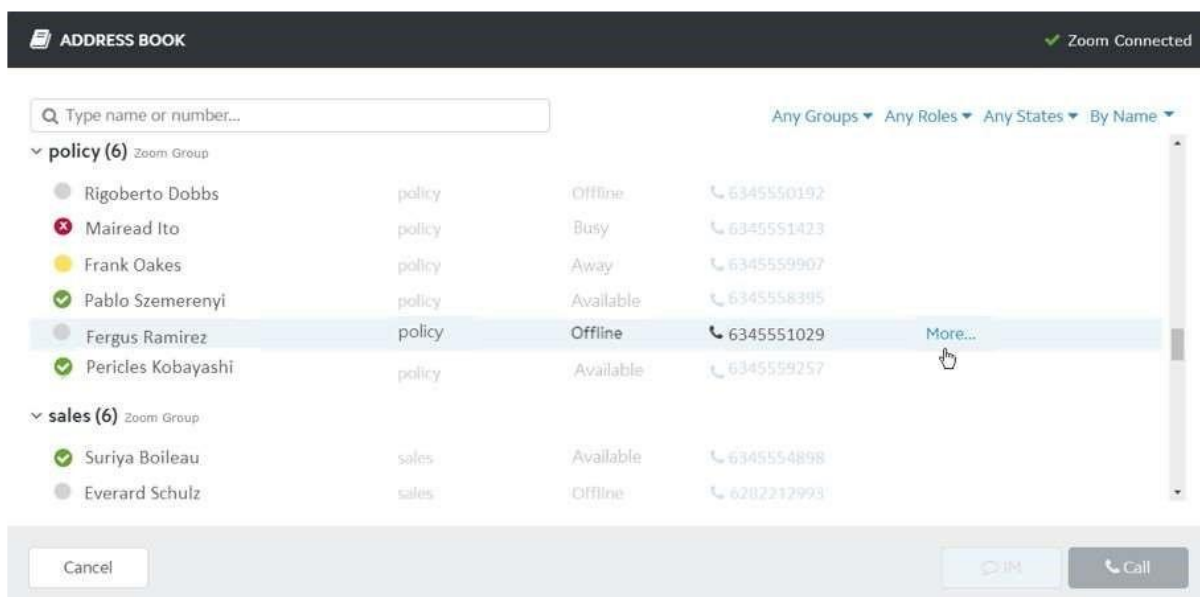
Seamlessly call, transfer, or conference to any UC user.

Benefits - Increase collaboration within the organisation.

VCC Integration with Soom Phone

VCC Integration with Soom Phone combines the power of contact centre and unified communications (UC) at the fingertips of your agents. By leveraging the combined solution, agents instantly see experts' availability and connect everyone together in real time — without searching, waiting, or losing the customer. Use this integration to:

- Increase first call resolution with easy access to subject matter experts.
- Improve customer satisfaction and loyalty.
- Empower agents to find answers to customer questions.
- Increase collaboration within the organisation.



When purchasing the UC integration, there are two main components involved:

- **Telephony Connect (SIP trunk):** Cloud-to-cloud SIP trunk integration allows calls to be transferred between Soom Phone and VCC (vice versa) without incurring call charges.
- **Agent-Expert Consultation (UC Adapter):** UC directory integration and presence status allows agents to identify and contact subject matter experts within their organisation via voice (with support for ADP and ADT+ desktop clients).

Automatically Redirect Calls

Direct calls to the correct skill groups.

Benefits - Seamlessly move calls between the UC and VCC.

Call-Free On-Net Calling, Conferencing, and Transfers

Effortlessly move calls between the UC and VCC platforms to enable call-free calling.

Benefits - Make on-net calls free.

Consolidated Directory

Enable a single directory of VCC agents and UC subject matter experts.

Benefits - View a single source to easily identify the right subject matter expert.

Department Filters

Filter users by departments/groups.

Benefits - Easily find the right subject matter expert to loop into the customer interaction.

Group Filtering

Import a select choice of UC groups/departments to ensure agents only see the right experts.

Benefits - Increase collaboration within the organisation.

Two-Way Presence Status

Provide agents the visibility to see the presence of subject matter experts (SMEs), and SMEs can see which agents are available in the need of transferring the call back.

Benefits - Understand which agent or SME is available prior to transferring a call.

Click-to-Call

Seamlessly call, transfer, or conference to any UC user.

Benefits - Increase collaboration within the organisation.

VCC VoiceStream

VCC VoiceStream provides a set of RESTful APIs that enables audio streams as well as CTI events and metadata for agent and customer call interactions to power real-time applications. VoiceStream not only powers the VCC Agent Assist solution but also is designed to be an open platform for our partners and customers to access. Accredited ISV Partners can easily build their own solutions or other third-party solutions via self-service options to integrate with VCC.

We work with a number of our partners to enrich the contact centre experience with real-time applications in Agent Assist/AI, biometrics, and real-time speech analytics. Solutions accredited by VCC are:

- Birch Assist
- CallMiner Alert
- Cogito Dialog
- Cresta
- MiaRec Voice Analytics
- Uniphore U-Assist
- ValidSoft Voice
- Voci Transcribe
- XSELL Agent Experience

Application Integration

VCC Application Integration is designed to help your existing applications integrate seamlessly with the VCC solution by providing a comprehensive suite of CRM adapters, UC integrations, cloud application programming interfaces (APIs), software development kits (SDKs), and connectors. These connectivity options help you make VCC an integrated part of your contact centre and reimagine customer experience.

Cloud APIs

Enable advanced software integrations with other applications and services and allow your business applications to work directly with the VCC solution.

Benefits - Gain flexibility to use and derive more value from your front- and back-office applications and proprietary systems, such as enterprise resource planning (ERP), ordering, and billing systems.

VCC Agent Desktop Toolkit Plus (ADT+)

This ready-to-use browser-based plug-in enables customers to integrate VCC with any choice of CRM or front-office application (outside of the pre-built integrations listed in the CRM Integrations section).

Benefits - Businesses powered by VCC CRM integration have the flexibility to cost-effectively transform their static CRM applications into dynamic customer engagement tools while delivering a superior agent experience to produce sales and support results.

VCC CRM SDK

This provides a higher degree of customisability for customers looking to create a more tailored contact centre solution via professional services, customers' developers, or system integrators.

Benefits - Gain flexibility to create a more customised contact centre solution specifically tailored to fit your business needs and objectives.

Computer Telephony Integration (CTI) Web Services API

Enable developers to connect VCC softphone in Agent Desktop Plus to other business applications your agents are using. The CTI Web Services are part of the Agent Desktop Toolkit Plus, which also contains the softphone web toolbar for agents.

Benefits - Pair VCC softphone with business applications outside of the VCC solution offerings.

Configuration Web Services API

Enable developers to build secure applications to access, configure, and synchronise their contact centre information with workflow management systems such as lead management, CRM, and ERP systems.

Benefits - Authenticate business applications to communicate with the VCC solution.

Reporting Web Services API

Enable retrieval of call log and agent audit reporting data.

Benefits - Reports can be archived, saved in existing data warehouses, and imported into business applications to identify business trends.

Statistics Web Services API

Enable developers to build secure applications to obtain real-time statistical data from VCC domains, such as VCC Supervisor Plus, to send to wallboard displays, custom agent desktops, and workforce management systems.

Benefits - Powerful, intuitive visualisations make data easier to consume and drive better, data-based decisions.

Web2Campaign API

Enable defined users to add or update records in an VCC list used for dialling in an outbound or autodial campaign.

Benefits - Send HTTP POST and GET requests from a contact or lead management application or from a web form in which a contact enters information.

Messaging API

Add interactions from third-party messaging platforms to VCC Messaging.



Benefits - Provide a unified messaging application experience for agents, customers, and administrators.

Web Connectors

This built-in integration capability for the agent application enables the execution of a dynamic HTTP GET or POST request to an external web-based system.

Benefits - Lightweight, easy-to-implement integration connects to other web-based applications like an in-house

CRM system. Results can be displayed directly within the agent application.

Support Services

Project Management

The Opus project team, composed of Prince2-certified professionals, leverages a standardised, ITIL-aligned agile project management methodology to ensure seamless and successful project delivery for The Buyer. Our proven approach offers:

- Collaborative creation of project plans with a strong focus on the solution
- Effective risk management to minimise disruption to The Buyer's daily activities
- Clear and mutually agreed-upon expectations by all stakeholders
- Transparent communication channels among all project team members

Our methodology encompasses the following key stages, aligning seamlessly with distinct project phases:

Project initiation

- Planning and design
- Delivery
- Acceptance testing
- Go-live and training
- Sign-off
- Handover to Business as Usual (BAU)

By implementing our proven methodology and leveraging the expertise of our certified professionals, we ensure a streamlined and successful project execution tailored to The Buyer's unique requirements.



Onboarding Process Overview

Once awarded the contract to support The Buyer, Opus will initiate a tailored onboarding process designed to align with your unique needs. This process ensures we gain an in-depth understanding of your solution, with a focus on meticulous documentation to promote effective knowledge sharing and ensure continuity across the Opus team.

Project Initiation

To launch the project, Opus will assemble a dedicated project team. We recommend appointing a project executive from The Buyer to provide leadership, maintain focus, and ensure collaborative decision-making.

During this phase, the Opus project manager will deliver a comprehensive Project Initiation Document (PID) that will outline:

- Quality standards and project objectives

- Project scope, including boundaries and deliverables
- Key assumptions, constraints, and dependencies
- Business case overview
- Control mechanisms for managing risks, changes, and tolerances
- Communication plan to ensure timely and effective updates

Additionally, the project manager will establish essential logs for actions, risks, issues, and changes while identifying key milestones. These milestones will include both internal benchmarks and external factors, such as planning approvals and build completions. Dependencies between tasks will be mapped to ensure any potential delays are promptly identified and managed effectively.

Planning and Design

Ensuring uninterrupted service throughout the implementation is a top priority. During the planning phase, Opus will work closely with The Buyer to finalise the PID. A collaborative workshop will be conducted to perform due diligence and audits, ensuring smooth knowledge transfer and alignment with your business objectives.

Deliverables during this phase include:

- A detailed Project Plan outlining timelines, responsibilities, and dependencies
- A Low-Level Design (LLD), covering all technical aspects of the solution

Once approved, the design will be baselined, with any further changes carefully managed through formal change control procedures. Completion of this phase is essential before moving to equipment procurement, ensuring a well-orchestrated implementation.

Delivery

Upon approval of the LLD, we will transition into the delivery phase, marked by multiple concurrent workstreams focused on The Buyer deployments and training. To ensure a strong foundation, we will host a project kick-off meeting to align all team members on the project's framework, governance, and control protocols. During this session, we will collaboratively finalise a communication plan, detailing the cadence, format, and participants for project update calls and any in-person board meetings. Each meeting will adhere to a predefined agenda and include a comprehensive project management highlight report.

Dedicated workstream teams will be established, with the project manager regularly gathering progress updates from work package owners. These updates will include key milestone achievements, risk assessments with mitigation strategies, issue tracking, and actions taken to achieve stage plan objectives.

Project progress will be systematically reported to the project board through structured highlight reports and project logs, delivered via conference calls or in-person meetings as outlined in the communication plan. All reporting and monitoring will align with the baseline plan defined in the PID, providing clear visibility into performance against time, budget, and quality metrics. This ensures adherence to the agreed tolerances, enabling proactive management of the project's delivery.

Risk Management

Opus employs a robust and proactive risk management framework combined with meticulous continuity planning to ensure the seamless delivery of projects, even amidst unforeseen disruptions. This approach enables us to safeguard ongoing operations while consistently achieving project milestones and objectives. Our risk management methodology utilises a Red-Amber-Green (RAG) system, with dedicated project teams regularly reviewing, reporting, and addressing both existing and emerging risks, actions, and dependencies.

Early Risk Identification and Mitigation

Timely identification, logging, and tracking of risks are critical to minimising potential disruptions to The Buyer's business-as-usual (BAU) operations. As part of our collaborative engagement, we will facilitate interactive workshops to identify and evaluate potential risks, establish a comprehensive risk register, and verify the effectiveness of all mitigation strategies.

Structured Risk Management Stages

Our approach to risk management is structured around the following key stages:

- **Risk Identification:** Systematically identifying potential risks that could impact project timelines, costs, or deliverables.
- **Risk Assessment:** Evaluating the probability and potential impact of each risk to prioritise mitigation efforts.
- **Risk Planning:** Assigning risk ownership to qualified team members with the authority to implement mitigation strategies and defining the necessary actions.
- **Risk Monitoring and Management:** Continuously tracking and updating the status of each risk, assessing the effectiveness of mitigations, and identifying any new or escalating risks.

RAG Status Reporting

Each report will provide a detailed RAG status for cost, quality, and time, as well as an overall project status:

- **Green:** Effective management of all issues and risks with no known impacts on cost, quality, or time
- **Amber:** Identified risks or issues that could impact one or more of cost, quality, or time, with an active plan in place to restore status to green
- **Red:** Identified risks or issues that could impact one or more of cost, quality, or time, without an agreed plan to restore status to green

If any element—cost, quality, or time—receives a red status, or if two or more are rated amber, the overall project will be rated as red. In such cases, the project manager will issue an exception report, outlining available options to restore the project to green status. This report will include a recommended course of action and an assessment of the potential impacts.

By leveraging this comprehensive risk management and reporting structure, Opus ensures that every project remains on track, with clear visibility into potential challenges and the actions necessary to mitigate them effectively.

Regular Reporting and Monitoring

Regular progress reporting will be provided to the project board through comprehensive highlight reports and project logs as outlined in the agreed-upon project progress framework. Updates will be delivered via conference calls or in-person meetings, ensuring alignment with the baseline plan established in the Project Initiation Document (PID). All reporting will adhere to clear criteria focused on time, budget, quality, and pre-defined tolerances.

Acceptance Testing

A successful implementation hinges on the effectiveness of the testing phase. We understand that The Buyer's unique operational environment demands a meticulously crafted test plan. Our approach focuses on developing a bespoke testing framework designed to thoroughly validate hardware, software, and feature functionality across all critical components.

A key milestone in this process is the execution of User Acceptance Testing (UAT), ensuring that the solution is meticulously built and validated in strict alignment with the approved Low-Level Design

(LLD). This guarantees that the final deployment meets both technical specifications and business requirements.

To foster transparency and accountability, a designated representative from The Buyer will actively participate in the testing process. Their engagement is essential for validating that all workstreams have been rigorously tested, successfully completed, and formally documented through sign-off.

Upon the successful completion of this testing phase, we will seamlessly transition the solution to a live operational state, ensuring a smooth and confident launch for The Buyer.

Go-Live and Training

In alignment with the agreed project plan, a specific Go-live date, or a phased approach, will be established. At Opus, we recognise the crucial role of training in ensuring the project's overall success. We are committed to collaborating closely with The Buyer to develop a comprehensive training program. This program aims to provide robust support to employees throughout the implementation of new resources and the transition to new systems.

By prioritising training, we facilitate a seamless transition that positively impacts the user experience within The Buyer. This approach enhances management and administrative operations, leading to improved efficiency and effectiveness.

Sign Off

Following a successful Go-live and the implementation of the new working solution, the Opus project manager will compile all pertinent Project Acceptance Documentation. These crucial documents will then be presented to The Buyer for formal sign-off, ensuring that all aspects of the project have been satisfactorily completed and met the agreed-upon requirements. This meticulous process guarantees a clear and transparent acknowledgment of the project's successful delivery and paves the way for the next phase of our partnership.

Handover to BAU

Upon the successful completion of each implementation phase, a meticulous handover process will be initiated. This process facilitates seamless knowledge transfer and collaboration between our internal support team and The Buyer. By engaging our support team throughout the implementation, we ensure their comprehensive understanding of the delivered solution. This approach positions them to provide ongoing support and assistance to The Buyer in future endeavours. Our commitment to a thorough handover process guarantees continuity and a smooth transition, fostering a strong and sustainable partnership.

Moving Forward

Upon the successful completion of the initial project phase, we are committed to maintaining an ongoing partnership with The Buyer. Through regular conference calls, we will keep you informed about the latest features and product releases that can benefit your team. By staying updated on advancements in the market, you can plan effectively and make informed decisions about leveraging emerging technologies to enhance your operations.

Our collaborative approach ensures you have a clear understanding of the evolving landscape, empowering you to capitalise on technological advancements that align with your business objectives. By providing timely insights, we aim to foster continuous improvement and innovation within your organisation, ensuring your team remains at the forefront of industry developments.

Project Resources

Overview - All customers are assigned a project team consisting of the below roles:

Project Sponsor / Account Manager - The project sponsor will be accountable for the successful delivery of the implementation. They will be the point of escalation throughout the project and will work closely with the Project Manager to ensure success.

Project Manager - The Project Manager will oversee the implementation and will have overall responsibility for the project deliverables. They will co-ordinate both Opus resources as well as deliverables from the Customer team.

Solution Architect - The Solution Architect will document the current solution customer and will commute that information into a design on the platform. They will leverage best practice methods gleaned through hundreds of successful implementations for customers.

Project Engineers - The System Builders will build the solution, including the business continuity plan and traffic migration from the existing platform.

Opus work closely with you to understand the project context, testing requirements, project plans and provide a tailored approach to take on the engagement based on various factors. We provide complete clarity on the testing process with proactive communication, regular progress updates and complete transparency on any project risks highlighted during testing.

Trainers - Trainers are responsible for training and support through the 30-60-90-day cycle. Opus will train the person or team who is responsible in rolling out the training across the contact centre and for any new starters that will be joining in the future. We will also assist with any documentation or eLearning slides that may need to be created. There are many training videos on the Cirrus portal that will help with this.

Change Management

Opus will support your change management journey using our experience from previous deployments. We have a variety of frameworks that help us to deliver the best solution for customers, and your Project manager will discuss these in further detail at the time of delivery.

Account Management

All of our valued customers are paired with a dedicated and experienced account manager/director who oversees their services strategically. This pivotal relationship serves as the foundation of seamless interaction between our respective businesses. Recognising the significance of this role, we exclusively employ exceptionally trained and highly skilled professionals.

Account management holds a paramount position within the comprehensive Opus service package offered to our esteemed customers. Our proficient account management team enjoys privileged access to both internal resources and external support from our trusted partners. This guarantees that all tasks conducted for our Public Sector customers receive utmost priority and attention.

Opus will provide you with a dedicated account director, who will take charge of the project and nurturing the ongoing day-to-day relationship.

Your account director will expertly manage your account according to your specific requirements. We recognise that each customer operates with distinct internal processes and expectations, and our aim is

to support you in delivering the precise service you demand. Drawing on a wealth of experiences shared not only in individual meetings but also through events and will provide valuable expertise in devising a comprehensive communications strategy.

As part of our standard practice, we conduct quarterly account review calls or face-to-face meetings to thoroughly evaluate your account and continuously develop long-term plans. With a wealth of experience and a genuine interest in understanding your business, your account director will offer guidance during the account review process. This includes providing advice to you on enhancing efficiency through available technologies and delivering updates on the following aspects:

- Identification of system issues and anomalies
- Updates on new business activities and orders
- Resolution and maintenance of any account-related issues
- Reporting of system issues and general feedback
- Introduction of new beneficial products, software, and services.

Opus employs a range of essential processes to effectively manage and monitor changes, enhance knowledge, and identify future communication strategies. In this regard, your account director will take on the responsibility of creating and updating an Account Development Plan in collaboration with key stakeholders within your organisation. We highly value input from you to ensure a partnership that caters to your present and future needs. This process plays a crucial role in our comprehensive business review, which your account director will oversee, complemented by monthly product bulletins. These meticulous measures and documented procedures are implemented to ensure you receive continuous and well-informed support.

Moreover, your account director will coordinate with your customer services team to address day-to-day issues and deliver insightful analytical reports as part of the review meeting process. By actively engaging with your team, we strive to streamline operations and provide high-level service quality.

Customer Services

At the core of Opus service delivery lies our cutting-edge Opus Service Desk (OSD), located in Reigate, Surrey. It serves as the central hub for coordinating, controlling, and executing all our service activities. Accredited by ITIL and the Institute of Customer Service, the OSD embodies our commitment to excellence.

While your account director assumes ultimate accountability for maintaining and managing your account, a team of skilled customer service representatives provides day-to-day support to ensure smooth operations.

To report incidents or request minor replacements or new hardware, your users can directly contact their office support, who will then escalate the matter to our OSD. Incidents are carefully triaged and escalated through our multi-tiered support system, overseen by our dedicated service delivery management team.

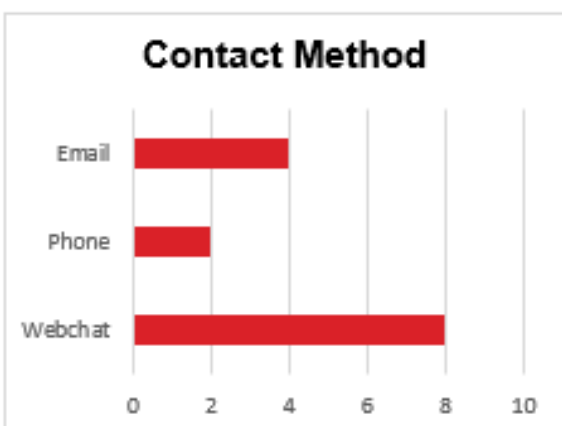
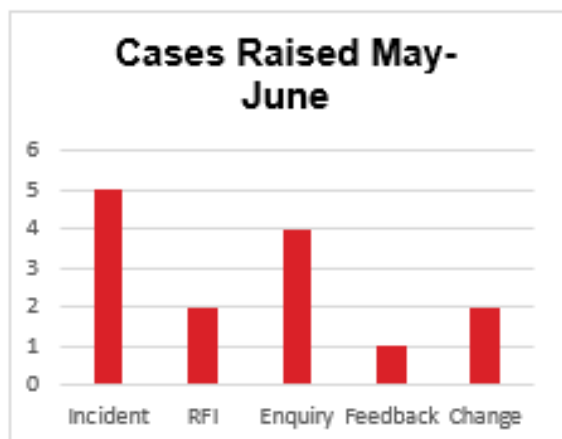
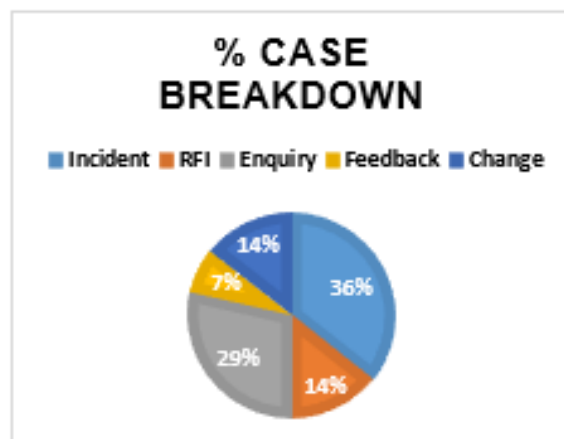
Service Performance and Review

Opus conducts comprehensive quarterly service reviews tailored to your specific needs. Through well-defined reporting channels, Opus effectively manages high-priority and aging incidents, analyses trends, proactively identifies potential issues, and provides performance feedback to you. These reviews serve as a valuable opportunity to ensure continuous improvement and align our services with your evolving requirements.

Reporting Type	By whom	To whom	Timeframe
Quarterly Closed Incident Performance Report	Opus Service Delivery Team	The Buyer	As agreed
Quarterly Service Delivery Meeting	Opus Service Delivery Team	The Buyer	As agreed

Example Quarterly Report Highlights

- P1 Incidents raised to the service desk = 0
- Current open cases = 0
- All Incident and RFI (Request for Information) cases responded to within SLA
- All Incident and RFI cases resolved within SLA



Case Ref	Ticket Type	Raised By	Opus Analyst	Response SLA Raised - xx/xx/20xx		Resolutions SLA Closed - xx/xx/20xx	
CAS-00011	Incident	OJ	PJ	Agreement	8-hours	Agreement	16-Hours
				Achieved	Yes	Achieved	Yes
Summary							
Case Ref	Ticket Type	Raised By	Opus Analyst	Response SLA Raised - xx/xx/20xx		Resolutions SLA Closed - xx/xx/20xx	
CAS-00012	BAU Change	TE	BS	Agreement	2-hours	Agreement	16-Hours
				Achieved	Yes	Achieved	Yes
Summary							

Service Delivery

In today's technology-driven world, Opus fully comprehends the profound impact and costs associated with communication issues and hardware faults that businesses encounter. We prioritise designing solutions with optimal resilience to mitigate such threats. However, we acknowledge that unexpected issues can arise, potentially affecting business operations. It is the handling of these situations that truly reflects an organisation's support capability.



Opus Service Desk (OSD)

At the heart of Opus' exceptional service delivery is our cutting-edge **Opus Service Desk (OSD)**, strategically located in Reigate, Surrey. Accredited by both ITIL and the **Institute of Customer Service**, the OSD operates as the central hub for orchestrating, managing, and delivering our comprehensive service offerings.



The OSD is equipped with robust capabilities to ensure seamless support, including:

- **Call Logging and Tracking:** Efficiently receiving and documenting all customer queries and incidents.
- **Expert Guidance:** Offering immediate solutions whenever possible to minimise disruptions.
- **Timely Updates:** Providing clear estimates for resolution times and proactively keeping customers informed of progress.

Our customers can conveniently report incidents through a variety of accessible channels: **phone, email, web chat, online portal, or automated alerts from onsite monitoring systems**. Additionally, we ensure collaborative support for incidents reported by third parties, particularly those involving third-party physical infrastructure such as network connectivity.

Service Request and Incident Reporting

Opus Service Desk (OSD) provides four convenient channels to raise support incidents or service requests:



Telephone: Call 0208 545 8545, with most calls answered within 20 seconds.

Email: Contact us at customerservice@opustech.co.uk.

Web Portal: Visit [Opus Customer Portal](#).

Web Chat: Access real-time assistance via our website [Customer Support Chat](#).

All Priority 1 cases must be logged with Opus by phone to 0208 545 8545.

Below is a detailed explanation of each channel and the Opus incident management process:

Telephone Support - Fast and Reliable 24/7 Assistance

For immediate support, subject to your SLA, The Buyer can contact the OSD via telephone, available around the clock, 365 days a year. A dedicated representative will promptly answer your call, log the issue into our Incident Management System (IMS), and assign a priority level. From there, the issue is directed to a technician for initial triage and investigation.

If escalation is required, our comprehensive multi-level support structure (first through fourth line) ensures efficient resolution, with progress updates provided promptly.

Critical Service Faults (P1/P2): For critical issues outside core business hours, telephone support ensures rapid engagement, even if other communication methods are disrupted. Rest assured; response times adhere strictly to your Service Level Agreements (SLAs).

Email Support - Convenient Issue Reporting During Core Hours

The Buyer can report issues via email at customerservice@opustech.co.uk, monitored during core business hours: 08:30 – 17:30, Monday to Friday (excluding bank holidays).

Process: Upon receipt, an OSD representative logs the issue into our system, assigning a priority level. You will receive an automated email confirmation, including a reference number and fault details.

Critical Issues (P1/P2): For urgent matters outside core hours, telephone support is recommended to bypass potential delays caused by email disruptions.

Web Chat Support - Real-Time Assistance During Business Hours

Access real-time support via the Web Chat feature, available from 08:30 – 17:30, Monday to Friday (excluding bank holidays).

Access: Visit [Opus Customer Support](#), and click the chat icon at the bottom-right corner of the page.

Our support agents are ready to address queries, log incidents, and provide guidance in real time.

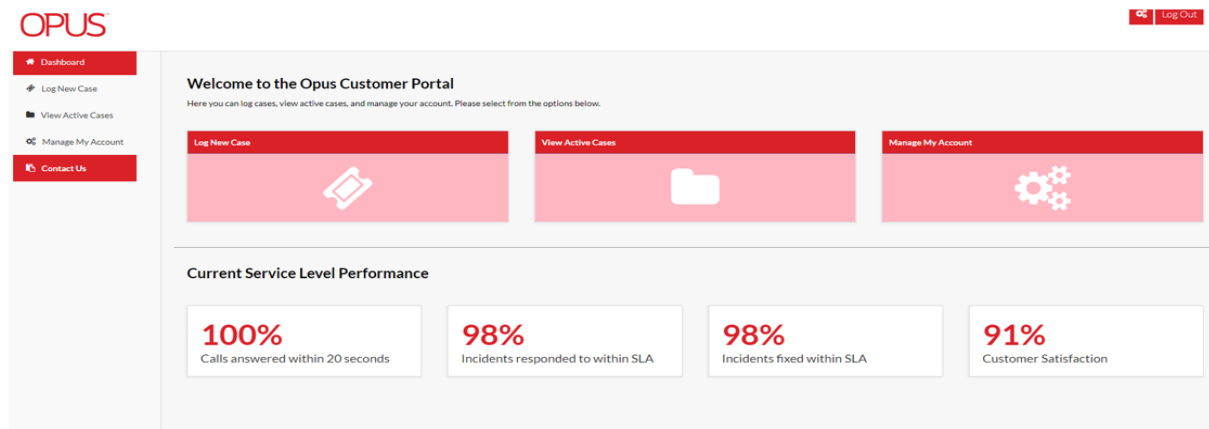
Opus Customer Portal - Comprehensive Self-Service Platform

The Opus Customer Portal offers a seamless way to log cases, view active cases, and manage your account efficiently.

Capabilities: Log incidents, track real-time progress, and manage account settings.

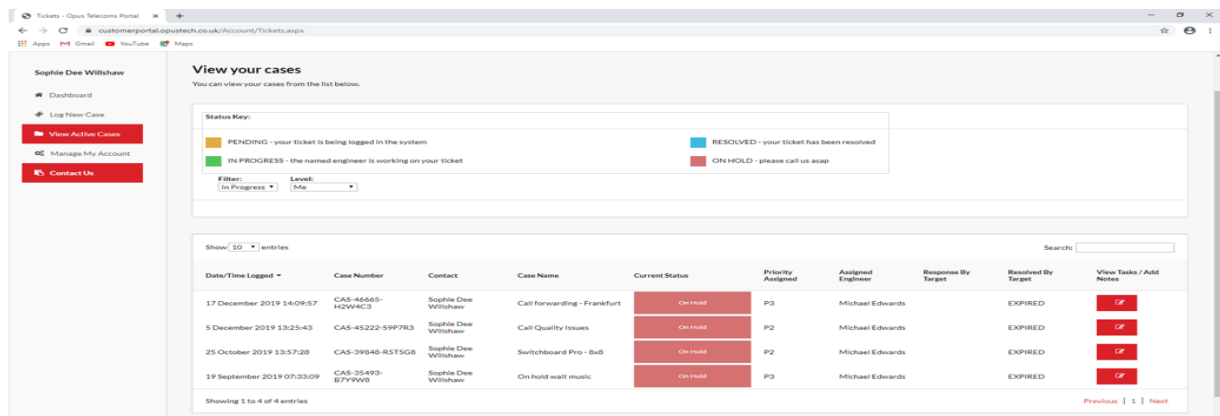
Ease of Use: The portal's intuitive design ensures quick access to case information and streamlined communication.

Opus Customer Portal



The screenshot below illustrates how you can conveniently access and view active cases through our support portal.

Opus Support Portal – Viewing Active Cases



Opus Incident Management Process

Our incident management system ensures prompt and transparent resolution:

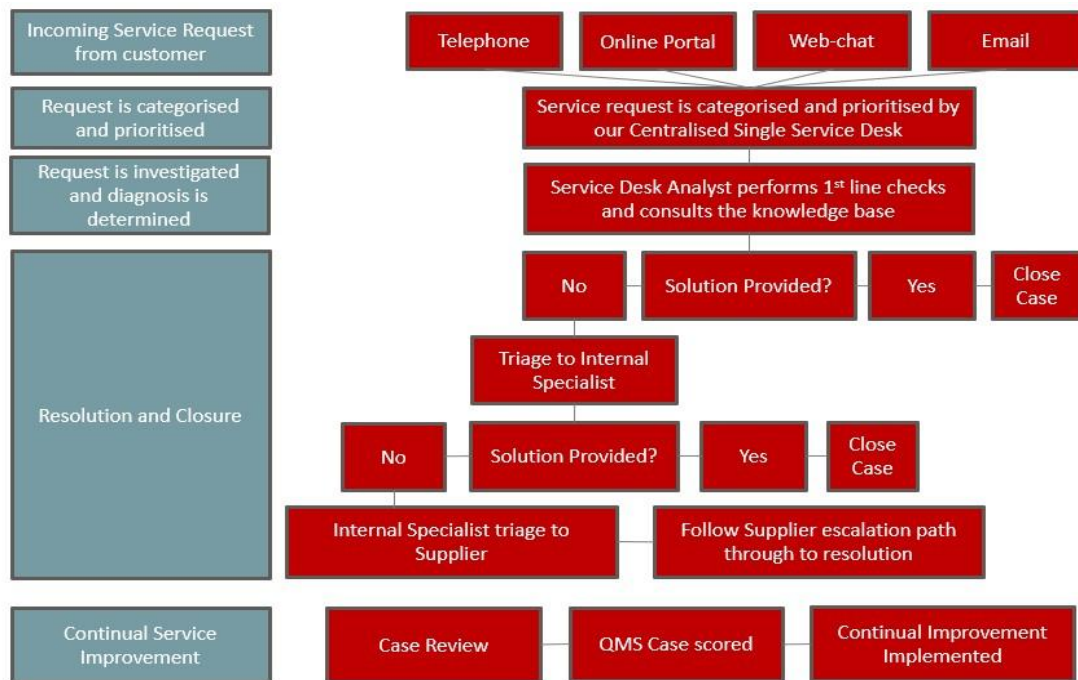
- **Incident Logging:** Emails are automatically converted into incidents in the IMS, assigned a default severity of 4 unless specified. Telephone calls bypass auto-attendants to ensure direct reporting.
- **Prioritisation and Monitoring:** Calls and incidents are monitored in real time. Key performance indicators, such as response times and escalation alerts, are displayed on our office wallboards.

Escalation Protocols:

- **Level 1 & 2 Incidents:** Immediate alerts to the Service Desk Manager (SDM) for management intervention.
- **Threshold Breaches:** Incidents nearing SLA thresholds trigger alerts to the SDM and Service Delivery Director (SDD). Critical cases are escalated to the Operations Director, with the SDD assuming ownership.
- **Transparency and Accountability:** Incident status, severity, and timers are continuously displayed for team-wide visibility, ensuring adherence to SLAs.

Process Flow Overview

Our incident resolution journey—from notification to resolution—is clearly outlined in the diagram below, showcasing our commitment to efficiency and transparency.



Escalation Process

At Opus, we are passionate about delivering exceptional customer service and understand the importance of tailoring our solutions to meet each customer's unique needs. No matter the size or scope of your organisation, we treat every customer with the highest level of care and attention.

Effective Communication and Swift Resolution - We pride ourselves on our rapid response times and clearly defined service delivery targets. Our mission is to consistently exceed expectations by providing industry-leading support. Should you ever feel that our service falls short, please contact our dedicated support team or your account director. They will make resolving your concerns a top priority. If additional support is needed, Customer Services will be promptly engaged on your behalf to ensure a complaint is formally logged, and you will be contacted directly to discuss the resolution process.

Proactive Service Management - Opus has made substantial investments in refining our service management processes to provide real-time monitoring and escalation of support calls. This ensures you have complete transparency regarding any reported issue; from the moment it is logged until its resolution. You will receive timely updates that include:

- **Case Details:** A summary of the issue and key insights.
- **Action Plans:** Steps being taken to resolve the issue.
- **Engineer Allocation:** Information on the assigned technical experts.
- **Resolution Timeline:** Our recommended path to resolution.

Automated Escalation for Priority Assurance

Our system is equipped with an advanced Operational Service Dashboard (OSD) that automatically escalates cases based on priority if key milestones within the Service Level Agreement (SLA) are at risk. Proactive notifications are sent to service management and executive leadership *before* any SLA breach occurs, ensuring swift intervention. Most importantly, no case will be closed without your explicit approval. Your satisfaction and peace of mind remain our top priority.

Standard Escalations - Escalations follow a clearly defined process. The contact numbers shown in the table connect directly to mobile devices. While staff availability may vary, voicemails are actively monitored. Opus request that a voicemail be left if a call is not answered, with a minimum of 60 minutes before escalating to the next point of contact.

Level 1 Escalation – Step 1		
Should you need additional assistance beyond that which you've received or are unable to contact the representative working on your request, please contact:		
Scott Murphy Customer Experience Team Leader	Urgent - call +44 20 7046 6021	Non urgent – email s.murphy@opustech.co.uk
Level 2 Escalation – Step 2		
Should you need additional assistance beyond that which the Customer Experience Team Leader was able to provide or you're unable to reach the Customer Experience Team Leader, please contact:		
Georgina McKenna Head of Service Delivery <i>or</i> Mark Balzaretti Head of Technical Services	Urgent - call +44 20 7046 6022	Non urgent - email g.mckenna@opustech.co.uk m.balzaretti@opustech.co.uk
Level 3 Escalation – Step 3		
Should you need additional assistance beyond that which the Service Delivery Manager/Head of Technical Services was able to provide or you are unable to reach the Service Delivery Manager/Head of Technical Services, please contact:		
Stephen Brown Service Delivery Director	Urgent - call +44 20 7046 6023	Non urgent - email s.brown@opustech.co.uk
Level 4 Escalation – Step 4		
Should you need additional assistance beyond that which the Service Delivery Director was able to provide or you are unable to reach the Service Delivery Director, please contact:		
Chris Terry Chief Operations Officer	Urgent - call +44 20 7046 6024	Non urgent - email c.terry@opustech.co.uk
Level 4 Escalation – Step 4		
Should you need additional assistance beyond that which the Chief Operations Officer was able to provide or you are unable to reach the Chief Operations Officer, please contact:		
Michael O'Donnell Chief Executive Officer	Urgent - call +44 20 7046 6025	Non urgent - email michael@opustech.co.uk

Urgent Escalations - For critical matters, escalations must be made via telephone to ensure prompt attention. Due to the nature of these issues, Opus is unable to process urgent escalations via email. Any email submissions will be addressed as non-urgent.

This structured approach ensures an efficient and reliable escalation process to meet service requirements.

Finally, Opus is here to ensure that your experience is seamless, efficient, and always prioritised. We are committed to being your trusted partner in service excellence.

Customer Satisfaction

At Opus, customer satisfaction is a cornerstone of our business, continuously monitored through diverse channels, including phone calls, surveys, and a feedback "thermometer" embedded in every customer service email. We prominently display our Net Promoter Scores (NPS) and customer testimonials throughout our offices, showcasing our dedication to transparency and consistently exceeding industry benchmarks.



Cultivating a Culture of Service Excellence

We invite both existing and potential customers to visit our head office, where they can meet our customer service team and gain insights into our robust five-level escalation process, reinforcing our open-door approach to service.

Valuing and Acting on Customer Feedback

Customer feedback is integral to our continuous improvement strategy. We conduct annual surveys to understand what Opus should start, stop, and continue doing, and survey selected customers monthly following service interactions. Our customer service team also conducts regular **"Touchpoint"** calls to gather real-time NPS data and ensure ongoing satisfaction.

In instances where dissatisfaction is expressed informally, account managers or assistant customer service managers proactively address concerns, initiating customer feedback cases to resolve issues swiftly and effectively.

Tailored Feedback Response Framework

Our feedback process is designed to address three key scenarios:

- **Positive Feedback:** Exceptional employees are recognised and rewarded for delivering superior service.
- **Complaints:** We thoroughly address and resolve all customer complaints to their complete satisfaction.
- **Dissatisfied but Silent Customers:** We proactively reach out to customers who may need additional support, even without formal complaints.

Comprehensive Customer Communication

Keeping customers informed is a top priority. Our proactive communication strategies include:

- Regular service update emails and customer newsletters
- Active engagement on social media platforms such as Twitter and LinkedIn
- Timely product updates on our website
- Personalised phone calls during service disruptions or unusual usage patterns
- Scheduled service reviews and customer value statements
- Technology briefings on the latest innovations

Commitment to Best Practices and Continuous Improvement

Our commitment to ITIL best practices ensures consistency, value-driven service delivery, and excellence in customer experience. To stay ahead of industry standards, we actively collaborate with the **Institute of Customer Service**, engaging in continuous training and networking to refine our methodologies.

In 2018, Opus achieved the prestigious **ServiceMark** accreditation—a testament to the strength of our customer service processes, awarded following a rigorous independent assessment. We are proud to have recently earned this certification for the third consecutive time, this time with distinction. The assessor praised our unwavering dedication to service excellence, further reinforcing our position as a leader in customer experience.

This is the third time Opus Telecoms have achieved the ServiceMark standard – this time with spectacular results. And it was easy to see why. From leadership to frontline staff, there was a clear and unwavering commitment to delivering outstanding customer service. The team consistently demonstrated a customer-first mindset, with proactive problem-solving, effective communication, and a genuine passion for exceeding expectations. Processes are streamlined, feedback is actively sought and implemented, and a culture of continuous improvement was evident at every level.

Throughout the assessment there was a clear sense of togetherness among the employees. This strong sense of shared purpose is a direct reflection of the senior leaders' commitment to fostering a positive and inclusive culture. Their actions set the tone for the organisation, ensuring that the company values are embedded at every level. By leading with transparency, actively engaging with employees, and creating opportunities for open dialogue, they have built an environment where both long-serving and new team members feel equally valued and connected. Their dedication to employee development, recognition, and well-being has helped cultivate a workplace where people feel motivated, supported, and proud to be part of the organisation's vision. This has had a direct impact on the customer satisfaction. When employees feel valued, supported, and connected, they are more engaged and motivated to deliver exceptional service. The open communication, collaboration, and shared purpose within the organisation create a seamless and customer-focused approach, ensuring that every interaction is handled with care and professionalism. As a result, customers experience consistent, high-quality service, leading to increased trust, loyalty, and outstanding satisfaction results. The organisation has ambitious growth plans and wants to lead the market when it comes to innovation and meeting future customers' needs. With this genuine commitment to its people and its customers, I am excited to see what future successes Opus Telecoms will achieve.

Driving Customer Success Through Innovation

At Opus, we constantly evaluate our performance to enhance customer satisfaction and loyalty. Our position as the UK's leading independent technology partner enables us to guide organisations on transformative journeys, delivering tangible benefits such as increased productivity, streamlined resource management, and elevated customer experiences through seamlessly integrated, cutting-edge solutions.

This focus on customer-centric innovation underpins our mission to provide unparalleled service, ensuring that we remain a trusted and indispensable partner to our customers.