



EBOOK

Wavenet CCaaS powered by Five9 Virtual Contact Center

Transform your call centre and your customer experience vision



Introduction

Contact Centre as a Service

Wavenet's Five9 Virtual Contact Center (VCC) delivers everything required to run an enterprise-class contact centre solution. VCC is a scalable, cloud-based solution enabling a high quality agent and customer experience across most channels of communication. Its highly intuitive administration portal allows you to take full control of your own solution and virtual domain, making changes and deletions in real-time.

VCC can be deployed with any browser based CRM with standard connectors, including best of breed CRM solutions like Salesforce, MS Dynamics, Zendesk, ServiceNow, Netsuite and many more.

Why choose Five9 VCC and Wavenet?

Five9 VCC is a fully cloud-based solution. The only item requiring on-site installation is the optional desk phone. Point and click administration makes move, adds and changes very straightforward for in-house management.

A Wavenet specialist engineer will work with you to design the CCaaS solution to suit your needs, providing you with the necessary knowledge and training to setup, configure, maintain and use the solution efficiently, for future sustainability and fast onboarding of new users.

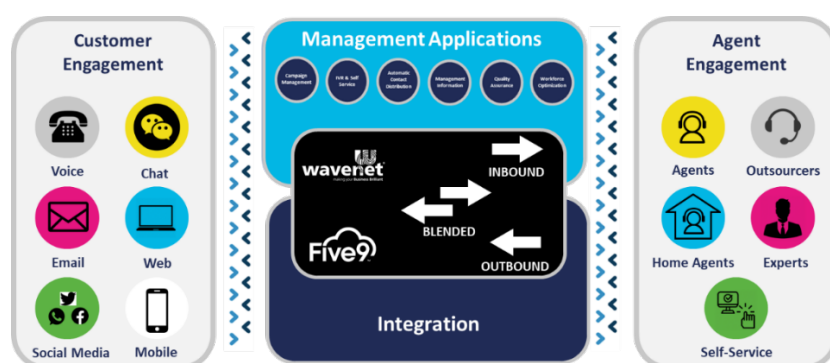
Porting of any existing services will be completed by Wavenet's in-house porting team, in a two-stage process to ensure that service interruption is minimised during change over, to a matter of minutes, if any.

Five9 VCC solutions are supported by an in-house Wavenet UK team. You will be provided with access to technical support and maintenance, with a high level of service expertise and responsiveness.



A Single Unified Platform

Contact centre technologies unified within a single platform



Key features and functionality

VCC software applications cover six traditional contact centre technologies unified within a single platform.

- **Intuitive Agent Desktop:** The intuitive agent desktop integrated within CRM will maximise agent efficiency and enable a data led approach to improving the customer experience. It can be integrated into a CRM application or VCC's Agent Desktop can display contact information from external databases in its own desktop application.
- **Carrier and Campaign Management:** A management user can quickly assign numbers to services and design end-to-end inbound customer service and outbound dialing services.
- **IVR and Self Service:** Touch-tone, voice and visual self-service automation allows customers to get the information they need rapidly, without human agent intervention. This functionality is typically used to automate common interactions using features such as Automated Speech Recognition and Text-To-Speech from data within a CRM database or other 3rd party databases. The use of automation can be expanded with the introduction of Five9 Genius, VCC's Artificial Intelligence enablement layer to automate additional digital interactions via chatbots (virtual agents).
- **ACD and queue management:** VCC's ACD capabilities will ensure that customers interactions are routed through to the best placed agent to help them with their enquiry, with intelligent features such as skills based routing and call-backs to prevent customers waiting in long queues and to help smooth out periods of peak demand within the contact centre.
- **User and domain management:** This allows the editing of user services and enables users across all profiles work in the way which suits them best. VCC supports SSO (single-sign-on) with CRM to ensure agents only need to login to one interface.
- **Management Information and Reporting:** This allows the contact centre management to make data led decisions from the insights provided via configurable real time and historical reporting. Historical data can be exchanged directly with a CRM database to supply a single unified reporting engine

Wavenet Deployment Services

Wavenet can provide all the consultation, design and project management services in-house through our Five9's accredited Engineering and Pre-Sales personnel. For example:

- Customer demonstrations & presentations
- Technical consultation and professional services
- Solution design and pricing
- Project management
- Training requirements and plan
- Management of service number porting and liaison with network providers
- Programming, configuration and testing
- UK based Service Desk for ongoing support and maintenance.

Porting of existing number services is completed by Wavenet's in-house porting team, and this is completed in a two-stage process to ensure that service interruption is minimised during change over to a matter of minutes, if any.

A Wavenet VCC solution is deployed from the cloud. All the infrastructure required for the service is already live in our data centres. The vendor activates the licenses and Wavenet provisions the service.

Each project stage is mapped against tasks and sub-tasks to be carried out by our project managers and engineers. Our key differentiator is consultancy and attention to detail in within the project documentation.

Statement of works

A key element to the successful outcome of a CCaaS deployment is to work in a collaborative way and liaise closely with your appointed representatives. This process begins with discovery sessions to define the detailed scope of the requirements, dependencies, and project deployment activities.

Depending on the size and complexity of the solution, Wavenet will produce a Statement of Works document, which is a vital part of Wavenet's ISO accreditation and allows Wavenet departments to monitor and manage the project work, with as little impact on your day to day business as possible. It details the steps to be taken and highlights potential risk and impact to your systems and services.

Network Readiness

A Wavenet VCC solution with collaboration clients or physical handsets will require a suitable internet connection for the number of concurrent calls required. Limited bandwidth or excessive/contented network delays will reduce the quality of the call experience

Optionally, Wavenet can do a site survey and readiness assessment to ensure the following is in place:

- Structured cabling to support LAN users
- Router/s to terminate the IP connectivity line
- Ethernet switches and PoE to enable multiple phones to be connected
- Network voice traffic VLAN and QoS
- Enough bandwidth to support concurrent calls between peers and group video
- Browser compatibility for Web-RTC security
- User authentication methods e.g. Strong passwords &/or Two-Factor authentication

Training and Support

Training

Wavenet will provide dedicated training to system administrators as part of the project. This workshop-based session can be delivered remotely and utilises a train the trainer approach. Administrators will be trained on the following aspects of the solution.

- Carrier Management: Numbers and inbound or outbound campaigns
- IVR & Self-service: Training to use the VCC drag and drop IVR tool.
- ACD and skills-based routing: Training for administrators to make changes to agent groups, queues and agent profiles.
- Management Information: Training to build real time wallboards and historical reports.
- Agent Desktop Toolkit integrated with the web-based CRM and Supervisor Desktop Plus.

One of VCC's key strengths is access to pre-built online training courses, separated by function.

- Administrators
- Supervisors
- Management Information
- Agents

Wavenet Support

Wavenet's Five9s solutions are supported by a dedicated in-house team who support 100's of users on the VCC platform. Handover to support begins with an introductory call with a support team leader to build confidence moving forward. Minor tweaks and changes to the programming and routing is free of charge for a 4-week period following handover, to ensure the platform is working at the optimum level for the customer.

Support Hours and Maintenance Notifications	
Incident Reporting	24 x 7 x 365
Incident Resolution	Mon-Fri, 9-5, excluding weekends and public holidays in England
Provisioning	Normal office hours, Mon-Fri, 9-5
Maintenance Notification	Minimum notice of 7 business days (except for emergency maintenance)

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