

CONTACT CENTRE AS A SERVICE (CCAAS)

RM1557.15 G-Cloud 15 (Lot 2b Software as a Service)



CCS Approved Supplier:

RM1557.15 G-Cloud 15, RM3764.3 Cyber Security Services 3 DPS, RM6116 Network Services 3,
RM6190 Technology Services 4, RM1043.9 Digital Outcomes (DOS) v7, RM3825 HSCN DPS,
RM6094 SPARK DPS; RM6200 Artificial Intelligence DPS

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Contact Centre as a Service (CCaaS)

Introduction

Exponential-e is a UK-based Managed Service Provider including Cloud Contact Centre software company who supply a market-leading Contact Centre as a Service product (CCaaS).

Our CCaaS enables public sector organisations to move their contact centre technology to the cloud with no compromise in features, functionality or service level.

We provide all the core engagement channels via an Omni-channel core platform:

- ✓ Voice (inbound, outbound and blended)
- ✓ Email Queuing and Routing
- ✓ CRM and UC Platform integration
- ✓ SMS and WhatsApp
- ✓ Webchat
- ✓ Social media (including Facebook, Twitter)
- ✓ AI and Automation
 - AI Agents - Intelligent Virtual Agent and Digital Virtual Agents.
 - Agent Assist delivering Call Summary, Guidance cards and Call Transcription and AI Knowledge
 - AI Insights - . uses AI to automatically analyse customer interactions and agent activity, surfacing actionable trends, sentiment, and performance insights for coaching and operational improvement.

We also offer:

- ✓ Comprehensive MI reporting (real and historical, including raw data and BI integrations)
- ✓ Call Flow Tool and studio – allowing customers to build and change their own engagement flows and low code integrations
- ✓ PCI DSS payment solutions
- ✓ Full Workforce Engagement Management suites including Calabrio and Verint
- ✓ Knowledgebase
- ✓ Chatbots -flexible platform accommodating a range of frameworks.

Our platform is truly Omni-channel and supports strategic initiatives such as Channel Shift and Digital by Default whilst simultaneously reducing overall costs in the contact centre.

Our platforms are uniquely positioned as leaders and Challengers in multiple market research reports for Contact Centre as a Service.

Service Name

Exponential-e Contact Centre as a Service:

- ✓ Platform
- ✓ Agent Application
- ✓ Administration Portal.

Service Description

Our platform is an advanced cloud Contact Centre platform enabling agents to manage voice, email, SMS, web chat and all major social media interactions with citizens and customers from a single agent desktop.

It is a modular solution and so any number or combination of voice and / or non-voice channels can be chosen with further enhancements across digital engagement.

We have a comprehensive API suite and offer a host of integrations with all major CRM and ITSM platforms, for example, Salesforce, Microsoft Dynamics, ServiceNow, Oracle and ZenDesk.

Additional integrations, including with bespoke back-office systems, can be provided by utilising our open API framework.

Top Features

The top features of our platform include multichannel:

- ✓ Voice (inbound, outbound and blended)
- ✓ Email Management
- ✓ SMS
- ✓ Web Chat
- ✓ Social Media.
- ✓ UC Platforms – Teams and Zoom
- ✓ Digital Workforce
 - Chatbots
 - AI Agents – IVA and DVA

- Agent Assist
- AI Summaries and Insights
- ✓ Employee Engagement
 - Workforce Engagement / Management
 - Quality Management and Analytics

Integrated with:

- ✓ Workforce Management platforms
- ✓ Speech Analytics
- ✓ Self Service Bot Frameworks, FAQ & Knowledgebase.
- ✓ Compliant Call Recording

There are comprehensive reporting and MI facilities, including for call recordings and chat transcripts, based upon persistent data the retention period which varies with the data and is configurable.

Professional Services

We offer a range of professional services to complement our Contact Centre offering:

- ✓ Consultation – Consultation Services to define Customer business outcomes
- ✓ Project and Programme Management - Project Management to support overall project milestones and delivery
- ✓ Implementation - Architect / Design, Engineering Build or Quality Assurance and Testing
- ✓ Adoption - Admin Training, Agent Training or Go Live / Floor walk Support
- ✓ Application Integration - Back Office Business System Integration e.g Salesforce Integration
- ✓ Data Analysts – Data Analysis to identify trends and recommend improvements

Resilience

The platforms SLA offers up to 99.999% availability. We provide this availability via its state-of-art Geo resilient architecture with full redundancy. The platform Data Centres are Global, UK and EEA and we continually evolve our architecture to ensure geographical service and best-of-breed technology.

Business Benefits

- ✓ Lower total cost of ownership (TCO) versus traditional on-premises solutions

- ✓ Reduced internal IT overhead (no HW, so SW patches etc)
- ✓ Always up to date (cloud, multi-tenant solution) continually updated
- ✓ Supports 'Digital by Default' and 'Channel Shift' initiatives
- ✓ Enables remote and homeworking with no compromise in features, functionality or security – just access the functionality via a browser.
- ✓ Scalable model supports flexible shift / work patterns and Disaster Recovery scenarios
- ✓ Improved Customer Experience via true Omni-channel platform
- ✓ Advanced reporting and real time statistical monitoring of the contact centre

Certifications

We hold ISO 27001 and ISO 9001 certificates for all our services and offices.