



PremierChoice Group

THE POWER OF SIMPLICITY:

Contact Wizard!

Omnichannel Solution

Manage inbound and outbound voice, web chat and email through one portal.

Intelligent Routing

Prioritise callers or specific queues and choose who your callers speak to; maybe the agent who has been idle the longest, the agent most skilled to deal with the call, or the agent your caller spoke to previously.

Queueing with Ring-back Wizard

Create a virtual waiting room and allow callers to hold their position by requesting an automated front-of-queue call-back.

Integration

Connect with your in-house customer relationship management platform and take advantage of inbound contact recognition, record popping and the ability to quickly update records with the recipient's number. Outbound features including click-to-dial.

Automatic Campaign Dialling

Save time by utilising the system's auto-dialling feature to call through a list of relevant contacts with extendable wrap-up time in between calls.

Reporting and Analysis

Access real-time and historic call monitoring and a full complement of management reports with unlimited wallboards included. You can also analyse call volumes and agent activity levels, and see and return lost calls.

Platform Control

Use the easy-to-manage, intuitive portal to access and apply the features you need when you need them. Create users and update call routing as required.

Facilitate Flexible Working

As this tool is web-browser-based, it can be accessed securely from anywhere with an internet connection.

What next?

For more information call **020 8300 9495** or go to **www.premierchoicegroup.com**

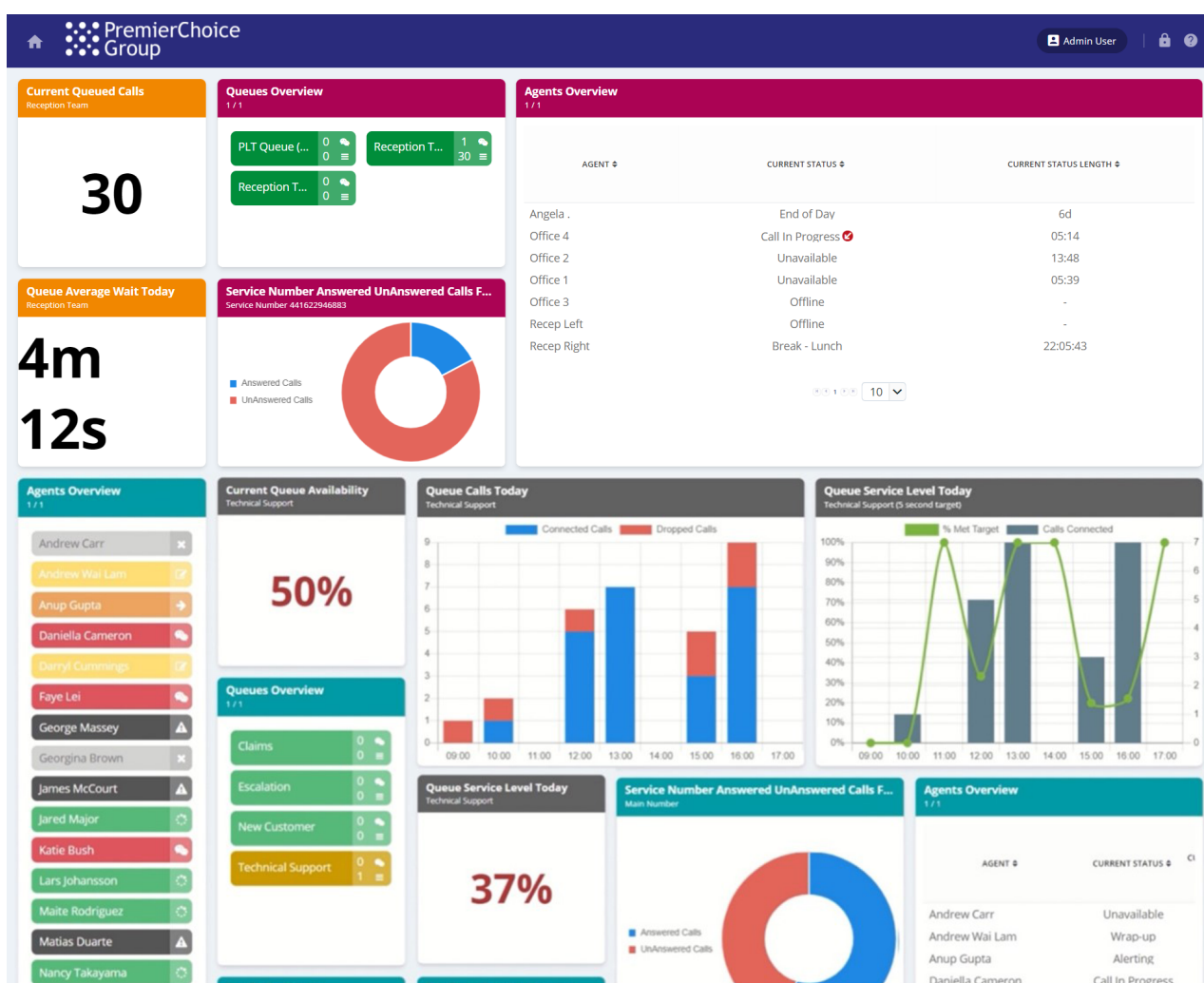
Please do not be put off by the fact that you may be in contract with another supplier as we can work with you if you wish to improve your solution.

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Wallboards and Live Data



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