



Premier CharityLine

Part of the Premier Choice Group



PURE HOSTED SERVICES: VERTICAL USE CASE

CHALLENGES

- Fast, effective telephone call handling is essential to support callers especially when responding to events.
- Budgets are always under pressure and cutting costs is a key agenda whilst trying to deliver a good service across all channels, online, call centres and in stores.

SOLUTION

- No need to shop around, Premier's Pure Hosted solution comes with a range of feature that will help tackle your problems head on.
- Auto attendant routes incoming calls to the correct staff or to information about operating hours, reducing waiting times for the caller.
- Conference and collaboration tools make it easy for dispersed teams to share information and make informed decisions to help move any case work along.
- Unified Communications (UC) One clients such as tablets, laptops and mobile devices enable staff to work productively from virtually anywhere. They can also use their business identity and number from their own device when contacting consumers to help them maintain confidentiality.
- Call logging enables statistical analysis of calls to help identify busy periods and inform staff scheduling.
- Call recording can be used to provide evidence in case of disputes.

BENEFITS

IMPROVED CUSTOMER SERVICE

- Integrated Call Centre provides customer call treatments, including a company welcome message, in-queue messages and skills-based routing to make sure consumers go through the appropriate person.
- In an emergency setting up the service and plugging the desk phones into a data network is quick and easy so that staff can get on with answering calls.
- Admin can use the Business Portal to configure new users in minutes.

REDUCE COSTS

- The only new equipment required is pre-configured IP desk phones which users simply plug into existing data network sockets at their desk.
- Staff can take IP phones home if they need to work from home or use the Remote Office functionality.
- Free calls between staff and companies lowers the monthly telephone bill.
- Consolidating the 'voice estate' to a single provider has proven costs advantages.

BUSINESS CONTINUITY

- Premier PHS is immune to fire, flood, electrical or network outages at office locations.
- Features such as Call Forward Not Reachable allows each user to have a back-up phone number to be automatically used when their desk phone cannot be reached.
- Rapid deployment means business as usual.

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