



**KCOM**

**Hosted Contact Centre**

**Driving a more flexible  
customer service experience**



**Your contact centre is critical to the success of your business. As your customer service expectations increase, so too does your need for innovative, flexible technology solutions.**

Our Hosted Contact Centre service gives you everything you need to run truly blended inbound and outbound campaigns, using voice, email, SMS and chat; all from a single cloud-based solution backed by the resilience and scalability of BT's core network.

Not only do we provide operational flexibility, real-time control and overall guaranteed peace of mind, we don't charge extra for new channels, voice recording, phone-based support, reporting or other additional features. We simply combine everything you need into one licence, for one cost-effective price.

**T 0345 122 4222**



**@KCOMBusiness**

**E [letschat@kcom.com](mailto:letschat@kcom.com)**

**[business.kcom.com](http://business.kcom.com)**







## Security and resilience as standard

We understand that your contact centre is critical to your business. Our service is hosted in the BT core network, making it a secure and resilient low-risk option, giving you 99.999% availability to make sure that you have the operational stability and continuity that offers complete peace of mind. Give your agents access to the service from any location with a secure internet connection – rapid disaster recovery at no extra cost.

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## Tailored flexibility

Give your agents the ability to work from any location, be it your head office, central contact centre or remote working from home. All they need is a computer, phone and data connection. Our pay-as-you-go pricing model allows you the flexibility to scale your service up and down as required, set up and add new agents as and when needed and alter your service without any hassle.



## Advanced inbound and outbound features

We offer a best in class software service with a comprehensive feature set including sophisticated self-serve IVR, advanced call queuing, call recording with 3 months storage, screen popping, full scripting engine, real-time wallboards, powerful predictive and preview outbound dialler and much more – all from a single solution.

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## Real-time control

Your contact centre managers will be able to make real-time changes to campaigns, reallocate agents or change IVRs, all through a secure, simple to use web portal – no extra hardware or software required. Customisable scheduled and historical reports can be delivered to wall boards, desktops, mobiles and tablets to provide up to date usage information.





## Quick and easy set up

Our solution can be implemented in just a few weeks with minimal set up costs so you can realise the value of the new features, channels and commercial benefits almost immediately.

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## Improve your customer experience

With 30% (and growing) of all customer interactions no longer by telephone, managing multiple channels is critical for contact centres. Introduce email, SMS and chat support to communicate with your customers more effectively; including the added ability to handle PCI-compliant card payments for sales-led contact centres. Use specially designed built-in features to improve the performance and efficiency of your agents and respond more readily to fluctuating demand.



# Our difference

## One product. One licence. One price

Unlike competitor services, we give you all the features you need to run an inbound or outbound contact centre for a single competitive licence price, with no capital outlay upfront. No 'hidden costs' for upgrades, communications channels, reports or service costs.

With financial clarity from day 1, pricing is 100% usage based – you only pay for what you use.

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## Hosted in BT's core network

Our Hosted Contact Centre solution is delivered via a fully ISO 27001-accredited Tier 3 UK data centre, directly on BT's core hosting platform. This means that we can offer the highest levels of operational uptime, resilience and network security to maintain the availability, privacy and protection of your service and data.

Partnering with BT also gives you industry-leading call quality and SIP delivery with lower call costs to complement your HCC service.





# Licence types

**We like to make things as easy as possible - all licences are based on 'concurrent usage' i.e. you will only need to pay for the total number of 'logged-in' agents you require at any one time. Each licence type includes all available features, including call recording with three months storage.**

We have also done away with the need for specific supervisor licences. Both agent and supervisor roles are catered for under one licence, making it much more flexible to assign throughout your contact centre.

## Contracted

This licence is perfect for your core agent group that stays relatively constant in number and can be set up for either 12, 24 or 36 month periods per licence.

## On-demand

Our on-demand licences can be used for agents who come in on a temporary basis e.g. seasonal demand or to help support specific marketing/sales-led campaigns. Available on a rolling 1 month contract, these licences can be ordered and stopped at any time.

## Flexi

Our Flexi licences have been designed to allow for extra 'burstable' capacity in addition to our Contracted or On-demand licences. Charged by the hour per user, they give the flexibility to be able to cope with increased demand during short periods of time. Even better, once 20 hours have been reached, the licence will remain active for the rest of that month, all Flexi licence usage is then collated and billed for at the end of each month to make budgeting easy.



## Core comms

### Voice

The intuitive web interface puts control at your fingertips. Create inbound, outbound and blended campaigns, add or rework campaign scripts, workflows and agent allocations in minutes - be live as soon as you press 'save'.

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### Email

Search for and respond to email contacts through the same toolbar used for voice – easily manage blended campaigns in real-time. Use our range of email campaign templates to improve agent productivity and reduce errors. Supervisors have the ability to review and amend replies instantly as required.

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### Chat

Your customers love chat! Combine the world's fastest growing communication channel into your media mix.

## Useful tools

### Dialler

Don't waste time on manual dialling with our flexible advanced automated dialler. Align live outbound campaign call ratios to agent call answering ratios to speed up or slow down the delivery of connected customers. Preview mode allows your agents to see call information beforehand to allow them to better prepare for their calls.

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### Interactive Voice Response (IVR)

Build IVRs through a secure intuitive web interface. Authorised supervisors or team members can set up and modify templates, messages and call flows in real-time. Automated answering services can also be activated when call volumes exceed capacity.

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### Call recording

Record and store all calls for up to 3 months before archiving and access via a secure URL within seconds of call completion. Find, download and share voice records quickly, providing almost immediate accessibility for people working inside or outside your contact centre – you can even save a link to the record directly to your CRM database. If required, this feature can be disabled in minutes at an organisation, campaign or agent level.

## Additional functionality

### Reporting

Our real-time and historical reporting suite with over 35 standard templates or custom reports can be used to create live URL-based Wall Boards which keep track of agent and multi-channel campaign performance. Display on any screen in your contact centre or send to any mobile device with internet access. Respond immediately to market or customer demands.

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### Integration

Our solution's straightforward API framework allows seamless integration with your current systems, including CRM, databases, sales software etc. Harness the power of a truly integrated Contact Centre solution.

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### Disaster recovery

If something happens and your agents can't work from their desks, no problem, simply log in from another location. No need to mirror critical applications to another site which is very expensive and may not always provide access to latest client or database information. Our hosted solution can be activated in minutes at a fraction of the cost of a duplicate system.



# Professional services

To get the most out of your Hosted Contact Centre solution and make sure it fits perfectly into your current business environment, we can provide you with professional expertise on design, project management and fully tailored service training to all of your users.

## Design consultancy

We will work with you to develop a complete Hosted Contact Centre integration plan into your business environment, CRM systems and workforce management applications where needed. We can also provide assistance with the various features and functionality such as call routing.

## Training

We offer specialised bespoke training for System Administrators, Supervisors and Agents. Training can be tailored to meet your specific needs, so if there is any part of the service that you would like to gain further expertise on, just let us know and we will put together a comprehensive plan for you.

## Project management

Depending on the size and complexity of your Hosted Contact Centre environment, we can fully manage the design, implementation and integration of our service into your existing contact centre. Alternatively, if you just need help in certain areas, we can provide dedicated experts to make sure your service is set up as smoothly as possible.

Professional services (per day)	
Design consultancy	£875
Training	£875
Project management	£875

\*All our professional services are charged at a standard day rate(excl. VAT)



# Network requirements

To guarantee the best possible quality of your service, your network must be capable of supporting voice as a real-time application.

Voice and data networks should be separated physically or by VLAN or WAN traffic prioritisation. This will ensure that a guaranteed amount of bandwidth will always be available for concurrent voice quantity and quality.

The following minimum requirements will help to ensure you get the best Hosted Contact Centre experience:

## Bandwidth

<b>Bandwidth (G.729)</b>	50kbps per concurrent voice call
*G.711 available on request. This codec will significantly increase site bandwidth requirements however.	25kbps per agent toolbar/supervisor access
<b>Latency</b>	<80 milliseconds
<b>Jitter</b>	<30 milliseconds
<b>Packet loss</b>	<1%



# Browser compatibility

	Browser	Version	Workspace	Agent toolbar	Reports
Operating system					
Windows 7	Internet Explorer	6,7,8,9	✗	✗	✗
	Internet Explorer	10,11	✓	✓	✓
	Firefox	32.0.3	✓	✓	✓
	Chrome	38	✓	✓	✓
Mac OSX 10.9.2 Mavericks	Chrome	38	✓	✓	✓
	Safari	70.2	✗	✗	✗
	Firefox	33.1	✓	✓	✓

# Pricing

## Service creation (one-off)

Less than 25 agents/licences	£2,250
26 - 99 agents/licences	£4,300
Over 100 agents/licences	£6,600

## Licences (per month)

Contracted (12 month)	£79.00
Contracted (24 month)	£72.00
Contracted (36 month)	£65.00
On-demand (1 month)	£90.00
Flexi (hourly rate)	£4.95

## Number services (one-off)

New number (geographic/non-geographic DDI)	£0.99
Geographic number import (single)	£12.50
Geographic number import (multi-line/block)	£50.00

Prices excl.VAT

**At KCOM we get excited about providing technology solutions that really help our customers achieve what they need.**

Combining connectivity, communication and cloud solutions, we bring everything together into a single managed service that's right for your business.

**Challenge us to help you find an easier and more enjoyable technology solution for your business:**

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## Connect

Selecting the most cost-effective access technology, from ADSL to Fibre Ethernet, to address the needs of each of your sites individually means we can build a fast, flexible and reliable network to support the way you work.

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## Communicate

To keep everyone in touch, a flexible, high quality voice solution is still an important part of your business infrastructure. From traditional PSTN and ISDN to hosted IP platforms, we can provide you with an integrated and reliable unified communications solution.



## Cloud

From desktop applications like Office365, Lync and Hosted Exchange to complete data infrastructure solutions, moving into the Cloud provides anywhere, anytime access to your business systems, all supported by great technical and customer service teams.

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## Consult

With our team of specialists, you don't need to be the experts. We will work with you as a trusted technology advisor, available to guide you through the ever-changing technology landscape, using our strategic partnerships with Microsoft, Amazon Web Services, Avaya, BT and many more to provide you with the solutions you need to support your business strategy.

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