



Enhance Your Customer Experience

NuVoxx Cloud Contact Centre





NuVoxx Cloud Contact Centre (NC3) is a cloud-based inbound and outbound contact centre software for organizations looking to enhance their contact centre effectiveness and customer experience, without having to maintain and manage the required infrastructure.

NC3 works in conjunction with your client's existing telephone system, be it a landline, mobile phone or SIP phone. The user interface is web-based and therefore only requires a browser to access and operate.

Both management staff and agents can log into the online portal from anywhere in the world, giving you the benefits of having both in-office and remote agents. Your business also instantly becomes a disaster recovery/business continuity environment. Agents, no matter how geographically dispersed, share single or multiple call queues, thereby making your call centre more efficient and providing a better customer experience.

The easy-to-use interface and powerful reporting engine gives you the ability to effortlessly manage the operational aspects of a contact centre, without the necessary technical knowledge. It levels the playing field by providing any size contact centre access to leading technology.



Features

- Flexible use environments (e.g. home, office, DRP/BCP)
- Real-time reporting
- True cloud architecture
- Queue callback and customer surveys
- Powerful IVR engine
- 100% browser based
- Call monitoring
- Call recording



Benefits

- No infrastructure to modify or manage
- Ability to scale up (or down) as needed
- No dropped calls or busy tones
- Improved customer experience
- 24/7 self-service
- Instant deployment
- Pay per active agent
- Improved reliability

Download as: [CSV](#) [XLSX](#) Last Updated: 09:44:49 [Refresh](#)

| Skill Name | Calls Waiting | Longest Call Waiting | Log On | Active | Not Ready | Ready | ACW | Break |
|-------------|---------------|----------------------|--------|--------|-----------|-------|-----|-------|
| bt_test | 0 | 00:00:00 | 0 | 0 | 0 | 0 | 0 | 0 |
| General_HDS | 0 | 00:00:00 | 3 | 0 | 0 | 3 | 0 | 0 |

| Agent Username | AgentID | State | Time |
|----------------|---------|-------|----------|
| xxxxxx | 66611 | Ready | 00:44:11 |
| xxxxxx | 34497 | Ready | 00:36:28 |
| xxxxxx | 68506 | Ready | 00:33:56 |



HOSTED ACD

INBOUND CONTACT CENTRE

The NC3 virtual queue (i.e. ACD) provides your business with technology and service traditionally only used by large call centres. Based on your business operations, the virtual queue will route customer calls to a ready agent. The calls are then categorically distributed to agents based on skill (e.g. sales, customer support, registration, etc...) and proficiency/competency.



SCALABILITY

1 to 500 agents – Our technology can handle volume spikes for you



RELIABILITY

100% up-time guaranteed and a multi-channel geo-redundant platform.



COST SAVING

Pay-per-use model - only pay for the number of agents you're using.

Enhancing Your Contact Centre

Our all-in-one solution allows you to enhance your contact centre, and offers the reliability necessary to improve customer experience. We do this by allowing on premise, home-based or outsourced agents to all receive calls using the same platform.

| Agent Group | Call Count | Answered | Handled | AHT | ASA | WFT | TCT | TTT | Occupancy % |
|----------------|------------|----------|---------|-----|-----|-----|----------------|-------------|-------------|
| General_ACS | 30 | 0 | 30 | 0 | 4 | 240 | 05:23:02(0:11) | 02h:25m:44s | 5.82 |
| Agent Username | Call Count | Answered | Handled | AHT | ASA | WFT | TCT | TTT | Occupancy % |
| Agent1 | 30 | 0 | 30 | 0 | 38 | 170 | 06:17m:43s | 25m:25s | 5.67 |
| Agent2 | 30 | 0 | 30 | 0 | 1 | 238 | 05:31m:22s | 15m:17s | 6.16 |
| Agent3 | 0 | 0 | 0 | 0 | 1 | 168 | 05:30m:44s | 22m:0s | 4.33 |
| Agent4 | 0 | 0 | 0 | 0 | 1 | 457 | 07:23m:11s | 38m:3s | 6.26 |
| Agent5 | 2 | 0 | 2 | 0 | 1 | 238 | 06:52m:26s | 07m:30s | 3.21 |
| Agent6 | 1 | 0 | 1 | 0 | 1 | 340 | 07h:26m:26s | 05m:25s | 3.27 |

IMPROVING MANAGEMENT AND REPORTING

In addition to having standard inbound ACD functionality, our cloud contact centre solution offers you a suite of performance management tools, such as agent states, occupancy and call arrival patterns. These features will help you identify opportunities to shift resources and better handle incoming calls, enabling you to optimize your customer experience. You will also be able to activate other advanced features such as call recordings, queue callback, self-service and more.

SERVICE DETAILS

Included

- Skill based routing
- Multi-skilling
- Telephony via SIP or traditional telephone lines (including mobile phones)
- Flexible scripting and database/CRM integration
- Call monitoring
- 100% Call Recording
- Real-time reporting and call detail records

Optional

- IVR Self Service
- Queue Callback
- Customer Satisfaction Surveys
- SMS
- International and local toll-free numbers

More on Reporting

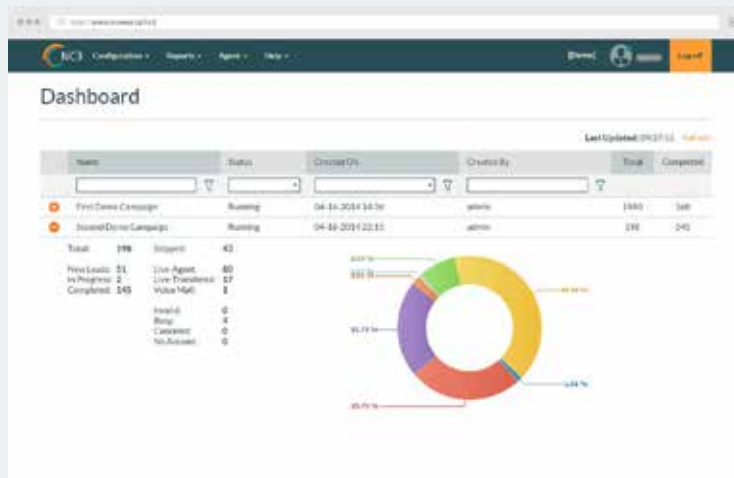
Call metrics included:

- AHT
- ASA
- Agent state
- Calls waiting
- Longest call waiting
- Break time
- Customer hold time
- Average talk time
- Real-time or historical reporting
- Exportable in CSV or XLSX formats



Improving Your Outbound Efficiencies and Agent Performance

Leverage the NuVoxx cloud dialer solution to make your outbound team more efficient. Have your agents simply dial into the NuVoxx platform and log into a campaign to start making calls. Instead of struggling with new technology, the simple user interface allows your agents to focus on their calls, while saving you from investing in new infrastructure. Custom dispositions, industry-standard metrics, call recording and dialing modes (Preview, Power and Predictive) are available at your fingertips.



MANAGING CAMPAIGNS

Easily import data using Excel or CSV formats. Run as few or as many campaigns as you need with no additional cost; configuring scripts, calling times and dialer modes (preview, power, predictive) for each campaign. The NuVoxx cloud dialer enables you to improve on industry-standard metrics such as dials per hour, abandon rates, RPCs, contacts, and more, by providing you with real-time reporting.

SERVICE DETAILS

Included

- Easy campaign set-up and configuration
- Flexible scripting
- Simple importing and lead management
- Preview, Power and Predictive modes
- Simplified compliance management
- Caller ID and Caller Name
- Unlimited line-to-agent ratio
- Works for on premise and at-home agents
- 100% Call Recording



NuVoxx
5915 Airport Rd. Suite 610, Mississauga
ON L4V 1T1 Canada
T +1-888-968-8699
E sales@nuvoxx.ca

Star Telecom
5915 Airport Rd. Suite 610, Mississauga
ON L4V 1T1 Canada
T +1-855-782-7835
E sales@startelecom.ca