

Contact Centre Telephone System

Your customers want to communicate with your over multiple systems and your challenge is to provide remarkable customer service irrespective of the medium.

Our call and content centre telephone system solutions bring together web, online chat, SMS, social media and voice channels on to one central platform. A business contact centre platform that gives your team the tools to meet the needs of your customers quickly and seamlessly.



By adopting the right business call and contact centre solution, you can improve your first contact resolution times, improve engagement and manage every customer interaction quickly, cost effectively and optimally.

Areas to think about and take into account include:

- ✧ Skilled Based Routing.
- ✧ Interactive Voice Response.
- ✧ Integrated Chat, Email and Social Tools.
- ✧ Queued Call-back.
- ✧ Integrated Knowledgebases.
- ✧ Robust Management Tools.
- ✧ System Integrations.
- ✧ Robust Analytics and Reporting.

Our team will ensure that you get the right call and contact centre solution for your needs, both now and in the future.

Contact Centre Telephone System Benefits

✔ **You are able to use multiple contact channels using a single, integrated system.**

You won't be directly responsible for the maintenance or support of the system as that is covered by your hosted cloud telephony provider. Additionally, updates will be rolled out automatically as they become available without the need to purchase additional licensing or incur additional costs. Lastly, your hosted cloud telephone system management and configuration is easy through a simple and clear web interface, making moves, adds and changes stress-free and fast.

✔ **Reduce your headcount through solutions efficiencies.**

Hosted Cloud Telephone Systems typically have less security vulnerabilities compared to onsite telephone systems. They are generally hosted in secure and reliable private cloud environments and are replicated to secondary, secure locations. By default, they are hosted on secure infrastructure with multiple layers of security and high-level encryption.

✔ **Enjoy all of the features and functionality that you need to deliver excellent customer service.**

A hosted cloud telephone system by default offers you substantial assistance with your disaster recovery and business continuity planning. Should you be unable to access your workplace for any reason, your team would be able to access your telephone system from anywhere else using a variety of devices, including their own smart phones. You won't miss vital communications and will be able to collaborate normally as you put your other disaster recovery plans into operation.

Impress your customers with your omnichannel contact centre flexibility.

Our experienced team will work closely with you to help you transform your customer service.

Discuss your Contact Centre Telephone System needs by calling us on +44 203 034 2244 or +1 323 984 8908, or emailing hello@cardonet.com

Contact Centre Telephone System Features

- ✧ Skill-based and value-based routing.
- ✧ Built-in after-call surveys.
- ✧ Built in recording.
- ✧ Robust analytics and reporting.
- ✧ Range of channels: Voice, Email, Online Chat, Social, SMS etc.
- ✧ System integrations, such as with your CRM.
- ✧ Call queue options and automatic call back.
- ✧ Interactive voice response.
- ✧ Clear and simple administration features.
- ✧ A leading service level agreement, backed by guarantee.
- ✧ Local 24x7x365 monitoring and support.

Contact Centre Telephone System Options

- ✧ Communication channel options.
- ✧ Interactive voice response options.
- ✧ Recording options.
- ✧ Reporting options.

Our Technology Partners



Allowing you to do more

- Boost the productivity of your team.
- Unlock the information held within your CRM.
- Vastly improve customer service, helping attain and retain customers.
- Improve your team's job satisfaction.
- Make each customer contact more efficient and effective.
- Improve the resilience of your systems.
- Seamlessly integrate your systems for a better experience.
- Enjoy improved management tools and reports.
- Focus on innovating and further transforming your business operations.

Trusted to deliver expert IT Services by



HALCYON GALLERY



Evertaste



Why Cardonet



TRUE 24X7 OPERATIONS



PROVEN TRACK RECORD



SINGLE POINT OF CONTACT



VENDOR NEUTRAL



CUSTOMER FOCUSED



PASSIONATE & EXPERIENCE



TRUSTED PARTNER



FOCUSSED ON QUALITY



AGILE AND AWARE



FULLY ACCOUNTABLE

Awards



Accreditations



Our Commitments

Our Team

We employ friendly professionals who have well-rounded experience, the ability to work in a team and a desire to be helpful.

Our Processes

We continue to invest in our systems and have the standards in place for effective, streamlined and consistent service, customised to meet your needs.

Our Mission

We are dedicated to providing remarkable IT services that improves your performance, increases your productivity and protects you.

Our Promise

We value long-term relationships built on trust. To achieve that, we deliver fully supported vendor neutral solutions that are essential and reasonably priced.

Your IT Services Partner for



IT Support



IT Consultancy



Managed IT



Managed Cloud



Communication



Cyber Security

Leverage our Contact Centre Expertise for your business communications

Call us on +44 203 034 2244 or +1 323 984 8908 or email us at hello@cardonet.com to start the conversation.

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