

## Contact Centre Solutions

Enabling you to provide a world-class customer experience

### Introduction

Comtec has supported the development of contact centres in every sector from finance and retail, to insurance, professional services and local government. We remember when they used to be called call centres! Yet the definition of a 'contact centre' continues to change. It no longer only describes the archetypal 500-user purpose-built facility, but today embraces the notion of the 'virtual contact centre' where agent roles are not defined by location, but by knowledge.

Comtec understands contact centres, and provides a wide range of solutions to assist in the build, expansion and improvement of your contact centre investments. Our relationships with Avaya, Cisco and other leading communications brands provide our clients with access to the latest best-of-breed technology, and our integration skills and consultancy expertise put them to best effect. We ensure that the performance of your contact centre is optimised to deliver the maximum returns to your organisation.



### Features

A contact centre solution from Comtec will be drawn from the following features:

- » Best of breed converged IP communications platforms utilising the latest technical capabilities.
  - Call groups.
  - Automated dialers.
  - CRM integration.
  - Support/integration of remote agents.
- » Agent performance management and reporting.
- » Low cost, resilient IP connectivity for in/outbound calls.
- » Call recording - PCI compliant.
- » IP handsets and headsets.
- » Other agent equipment and resources.

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## Advantages

Comtec's approach, skill-set and experience greatly benefit clients who seek to establish a contact centre capability or drive improvements to existing contact centre infrastructure such as enhanced customer experience, increased performance and better efficiency of resources.

The advantages of a Comtec Contact Centre solution include:

- » Experienced, accredited engineers and consultants.
- » Access to the most stable and technically superior technology.
- » An acute knowledge and understanding of the contact centre environment and how to achieve.
  - Call groups.
  - Automated dialers.
  - CRM integration.
  - Support/integration of remote agents.
- » Application integration skills for optimising the efficient use of your CRM systems and customer databases.
- » Cost-effective pricing with flexible payment options.
- » Ongoing support for network operation.

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## Benefits

Work with Comtec on your contact centre implementation, and you can achieve the following business objectives:

- » Safeguard quality assurance and regulatory compliance through robust call recording and archiving
- » Manage individual agent performance and target skills development with an evidence-based approach
- » Increase the productivity of the contact centre; creating a 'profit centre' rather than a 'cost centre'
- » Improve customer satisfaction and loyalty through faster response times, greater flexibility and an overall more positive customer experience
- » Reduce call costs associated with the contact centre
- » Assure the uptime and business continuity of contact centre operations
- » Minimise the training requirement for new agents with intuitive technology that is easy to understand and use.
- » Open up the contact centre to cost-effectively and securely support the seamless integration of remote or roaming agents

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Comtec works closely with leading Telephony and Collaboration vendors such as Avaya and Cisco. Our experienced and highly qualified people can advise on any aspect of your requirements in a totally independent fashion.



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**If you would like further information on our services,  
please call us on [0845 899 1400](tel:08458991400)**