



UCCXFLEX INFORMATION SHEET



UCCXFLEX, designed by our bespoke development team in response to customer demand, is a set of powerful tools designed to improve the management of your Cisco Unified Contact Center Express. The results are dramatic - increased revenues, reduced costs, improved customer satisfaction and a much nimbler, easier to manage contact centre.

UNLOCK THE POTENTIAL OF YOUR CONTACT CENTRE

In the specific area of customer care, are your frontline business managers able to easily shape their customer contact in real-time to deliver to multimedia expectations in an ever-changing environment?

Is system inflexibility affecting brand reputation and your bottom line?

Are you able to keep Customer Care staff interested in their work, happy and loyal?

Are your customer satisfaction statistics continually rising?

UCCXFLEX increases business efficiency and generates high customer satisfaction levels, adding long-term value to your business. It increases customer retention and drives up employee performance and profitability in several key areas.

REDUCE COSTS AND INCREASE BUSINESS FLEXIBILITY

Managing and controlling costs in a complex contact centre is a challenge. Enabling real time business decisions without the delays, costs and ultimately missed opportunities of involving an IT department or third party supplier benefits your bottom line:

- Flex trading hours up and down to meet peak sales demands
- Deliver a strategy for closing all or part of the contact centre in a disaster situation
- Meet peak customer service demands when caused by critical external factors
- Introduce a 'customer first' business focus without additional overheads

USE SELF SERVICE TO MAXIMISE REVENUE AND SATISFACTION

Enhanced customer experiences and cost control can be achieved by carefully managing the self service experience. By always giving the appropriate level of service, customer satisfaction is assured, whilst key performance objectives are met:

- Always offer premium service to premium customers, maximising their brand loyalty
- Ensure no lost business by overflowing calls to an external number in an emergency
- Allow callers to drop out of a queue and leave a voicemail for ring back, if desired
- Offer callers the freedom of choice to break out of self service and speak to a live agent

ENHANCE CUSTOMER SERVICE AND REVENUE

To avoid lost sales, a drop in customer service or brand erosion, an organisation must respond quickly to customer demands, protect and empower staff and maintain service levels whilst under pressure. UCCXFLEX helps companies to:

- Reduce customer stress and increase upsell opportunities by 'infotaining' them whilst in the queue
- Keep callers updated with important service messages, to improve peak call handling and minimise agent fatigue
- Maintain agent productivity, service levels and customer satisfaction during peak periods

By implementing UCCXFLEX, contact centres will drive increased sales figures, higher customer satisfaction levels, reduced employee churn and become profit centres in their own right.

For pricing details or further information please contact your ONI account manager today.

BENEFITS

- Seamless integration with your Cisco Contact Center Express solution
- Developed and tested by your solution provider so no 3rd party software issues
- Enhanced call control and flexibility
- Increased business efficiencies
- Improved levels of customer satisfaction
- Increased revenues

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