



# ONI CONTACT CENTRE

ENHANCING BUSINESS COMMUNICATIONS



# A CONTACT CENTRE AGENT IS THE FACE OF THE COMPANY TO MOST CUSTOMERS. TO COMPETE EFFECTIVELY IN A MARKET WHERE CHANGE IS EASY, THERE'S LITTLE ROOM FOR ERROR. IT'S MORE CRITICAL TODAY THAN EVER BEFORE TO OFFER CUSTOMER SERVICE EXCELLENCE, AS STANDARD



**OUR CORE VALUE PROPOSITION IS THE DELIVERY OF AN INTEGRATED SOLUTION FROM A SINGLE SUPPLIER, ABLE TO SUPPORT YOUR ENTIRE UNIFIED COMMUNICATIONS INFRASTRUCTURE AND REQUIREMENTS. WE DO THIS TO ENABLE YOU TO DELIVER CUSTOMER SERVICE EXCELLENCE AS STANDARD, IN AN EASY TO MANAGE SOLUTION**

By adopting a 'customer first' strategy, companies can reduce their costs and increase customer satisfaction, creating client lock-in and driving a strong ROI.

By consulting with your business, to understand your issues and objectives, ONI aims to create solutions that give managers the ability to plan and implement strategies for real-time corrective action in the event of unexpected conditions – e.g. disaster recovery options, peak call handling decisions, self service choices, extended opening hours for all or part of the business. By minimising disruption and offering choice, customer satisfaction will be improved, leading directly to increased profitability.

## **A UNIFIED APPROACH**

ONI provides enterprise grade solutions for large or distributed contact centres and robust, up-to-the minute systems for the mid-market, creating the tightest possible integration with the Cisco Unified Communications Manager telephony platform.

Our Unified Communications (UC) solutions unify voice, video, data, and mobile applications on fixed and mobile networks, enabling easy collaboration from any location, creating business value.

Our solutions transform customer care from simple phone transactions to rich multimedia experiences, customisable to address individual customer needs. Our UC-enabled applications, computer telephony

integration (CTI), agent and desktop services are available in a single-server deployment, or scalable to large, distributed environments.

Our entire Contact Centre proposition is available as a hosted, hybrid or on-site deployment. The hosted and hybrid offerings are supported by our purpose built data centre, based in Luton, just 35 miles from central London.

## **SINGLE SUPPLIER SOLUTION**

ONI has established an enviable reputation for consulting on, installing and maintaining powerful, agent-based contact solutions with fully integrated contact management applications that deliver reduced business costs and improved customer satisfaction.

We offer sophisticated interactive voice response (IVR) and self-service applications that enhance the customer experience, streamline procedures and free staff from repetitive, unproductive work.

Our Compliance Recording module offers a choice of either on demand or blanket call recording, indexed and archived for easy recall to verify compliance or resolve disputes.

We also offer Advanced Workforce Management to help managers align contact centre performance with business objectives, using automated work schedules to manage critical performance indicators and real time adherence, Integrated

Quality Management for a voice transaction and compliance and evaluation solution, with screen recording for agent performance benchmarking and optimisation, plus dispute resolution.

#### A FOCUSED APPROACH

ONI's Contact Centre Business Practice team consult on business and technical matters with customers to help achieve your business objectives. They identify areas of commercial opportunity that utilise our applications and integration skills, encouraging wide-ranging innovation and creativity.

Our in-house Bespoke Development Team creates a range of applications for Cisco IP telephony, bringing additional flexibility, productivity and bespoke functionality to your contact centre.

#### ENHANCED MANAGEMENT TOOLS

In addition to the out-of-box functionality, ONI has developed a suite of management tools, **UCCXFLEX** which reduces reaction time for user-driven, business critical updates and increases flexibility of service to customers. The increased operational efficiencies and higher customer satisfaction levels delivered enhance customer care and retention and drive up employee performance and profitability.

ONI continues to invest heavily in training and developing its staff and has significantly lower churn rates than the industry average. We offer our customers a dedicated Account Manager, who acts as a focal point of contact and works to ensure complete customer satisfaction benefit.

## WHY ONI?

- HOSTED, HYBRID OR ON-PREMISE SOLUTIONS
- DEDICATED BUSINESS PRACTICE FOR CONSULTANCY SERVICES
- STRATEGIC RELATIONSHIPS WITH INDUSTRY LEADING VENDORS
- BESPOKE DEVELOPMENT TEAM TO CUSTOMISE YOUR APPLICATIONS
- VAST EXPERIENCE OF CONTACT CENTRE DEPLOYMENTS
- HEAVY INVESTMENT IN TRAINING TECHNICAL STAFF



CONTACT ONI TODAY FOR MORE INFORMATION 



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