



Managed Contact Center Premium



“Managing our CRM strategy on a global basis provides better customer support and gives us greater flexibility and efficiency.”

increase your efficiency with a world-class IP contact center

- combine multiple contact center sites into a single virtual multimedia contact center
- reduce your costs with a solution that brings together your contact centers and enterprise telephony
- improve customer satisfaction using advanced qualification, intelligent routing and dynamic distribution of incoming contacts
- focus on your core business as Orange consultants manage the assessment, design, deployment and operation of your infrastructure
- take advantage of world-class technology from the industry leaders Avaya, Cisco and Genesys

Business
Services



enhance customer satisfaction

- Deliver high-quality service no matter how your customer wants support: telephone, email, web or automated outbound call.
- Connect the right customer to the right resource at the right time.
- Deliver superior customer support through self-service applications enhanced by automatic speech recognition technology.

increase productivity

- Let any agent operate from anywhere (primary or remote site) and become part of the agent pool for an improved and consistent level of service.
- Measure and manage your contact center performance in real time through a simple and secure interface. Dynamic reports on agents' current activities enable you to spot problems, modify your resource selections and see the results in real time.

upgrade at your own pace and budget

- Solve your communications challenges and achieve your business objectives with our scalable and flexible suite of interoperable contact center solutions.
- Access a single source for maintenance and operations around the globe, giving you more time to focus on your core business.
- Reduce your server footprint by virtualizing your global contact center infrastructure for maximum flexibility and performance, with minimum cost.

good to know

Orange Business Services delivers innovative joint IP solutions through our global certified partnerships with the leading companies in the industry, Avaya, Cisco and Genesys.

You can rely on the certified experts at Orange to help you transform your contact center infrastructure:

- 24x7 remote assistance and management
- complete contact center lifecycle support



for more information about Managed Contact Center Premium from Orange, contact your local account team or visit www.mnc.orange-business.com