

## VIRTUAL CONTACT CENTRE

Most businesses have parts of their organisation operating as a client contact centre, whether as a support desk, telesales operation or customer service centre. There is also a growing need for departments within those businesses to offer high levels of resilience and demonstrable service continuity whilst contributing to broader cost and operational efficiencies.

Sesui can now offer organisations a solution to address their needs, whether the team to be supported is 10 or >100 and irrespective of single or multiple site locations. The ability to move to a virtual call, contact and / or service desk operation for a fraction of the capital investment required with a more traditional approach is very much the way forward. Once implemented, benefits can be gained from a service that opens the door for even greater cost reductions and increased operational flexibility.

Implement the Sesui Virtual Contact Centre package and you could:

- **Improve service** – using high availability hosted services eliminates the term ‘service outage’; using hosted services ensures that business continuity happens rather than something that sits on the ‘to do’ list; the flexibility offered increases staff retention (and reduces training costs for replacement staff) through location independent work profiles and allows a wider client contact window without investing in additional shifts or increased capacity.
- **Cost savings** – significantly lower capital costs; solution pricing built on the capacity you need and only when you need it; reduce building, infrastructure, staff and running costs; go ‘green’ without the associated cost premium.
- **Continuity** – affordable resilience (avoid investment in ‘what if’); technology advancement no longer your problem; ‘carrier-grade’ reliability inherent within every solution; *bring the functionality to your staff and not your staff to the functionality.*
- **Compliance** – enabling you and your clients to achieve industry standards at minimal cost (e.g. PCI and QR8). *For compliance, training, or development purposes, **Call Recording** can be added to inbound, outbound or both. Recording can be selected for all calls, a percentage of calls or on demand.*
- **Management Control & Information** – management information that ensures your operation evolves with, and not constrain, your business; statistics and reporting that allows you to see where the effort is really expended and plan your resource accordingly; working patterns with too many or too few staff – now you know rather than assume.

At Sesui we have built our reputation by providing clients with innovative and flexible communication management solutions. As a result of developments within our own software we are now able to deliver customised solutions that offer all the functionality you would expect from a call, contact and service centre suite of applications without the need for significant premises, personnel and infrastructure investment.

Interested in knowing more? Call Sesui on 08445 600600 (select Option 2) or send an email to [sales@sesui.com](mailto:sales@sesui.com)