

Managed On-Demand Contact Centre



How can the Hosted Centre benefit you?

- The hosted contact centre allows you to manage and use agents in multiple locations as a single entity.
- It provides every agent with all functions and features, and enables seamless call routing and transferring across the organisation.
- It dramatically reduces capital expenditure.
- It allows agents to be quickly added when you have a busy period.
- By providing quality customer service and maximising agent productivity throughout all call centre processes without the need to incur expenditure in legacy systems before realizing increased revenues.

What services are provided in Vodat's fully managed "Hosted" contact centre?

- ACD
- Predictive Dialler
- Call Recording
- IVR
- VoIP
- More functionality, without the integration headaches of office-based equipment
- Email
- Chat
- Voice monitoring/logging
- Real-time and Historical Reporting
- Integrated Back Office PBX Functionality

Furthermore your business will benefit from:

- Connectivity by VoIP
- Virtual Call/Contact Centre and Remove Agent connectivity
- Multi-media Queuing (ACD)
- Reporting and Monitoring of Web Services

Vodat's Benefits are:

- **Affordable "Pay As You Go" Pricing** enables you to have the flexibility you need for your contact centre. Not having expensive hardware on site allows you to keep your costs down and increase your profitability.
- **Multi-Tenancy** allows 100% secure data at all times. Due to the solid system architecture you can be assured that your data is secure. In addition this allows you to have different campaigns running without the fear of cross fertilisation of data.
- **Multi-channel** communication through voice, email, web is possible with Vodat. This allows you to have all the features expected in today's major corporate contact centres at a fraction of the cost. Vodat delivers them all, effortlessly.

Vodat is fast becoming recognised as the industry leader in hosted contact centres across the UK. The main benefit of Vodat hosting is the dramatic reduction required in capital expenditure. With Vodat you get all the functionality of the high-ticket solutions all on a secure hosted platform with integration to legacy telephony back office platforms.

"It requires no capital investment, all you need is a browser and a phone for each agent."

For further information call us now on 0870 837 0380 or visit www.vodat.co.uk