



Voice solutions

Improving your service to your customers

- + Intelligent voice & data convergence solutions including VoIP
- + Remote & home working
- + Customer contact centres
- + Call recording
- + Interactive voice response
- + Agent performance measurement
- + CTI integration
- + Application integration
- + Data networks & structured cabling



There is no doubt that businesses are measured more by their **performance** in terms of customer service than any other tangible measurement.

We have all come to expect the **very best service** when contacting a supplier or service provider. If that contact is by telephone, fax or email then Civica Connect can help. Linking customer data to customer contact helps your staff deliver the very best in customer service.

Civica Connect is an approved and skilled supplier of telephony based customer service solutions, which can be as simple as you need, or as complex as your customers demand.

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0845 345 4282



Solutions

These are just some of the voice services available via Civica Connect.

Call management

This solution gives you “dashboard indication” of call activity throughout your company and provides you with real-time & historic data management tools, to control costs and enhance service provision.

Voice recording

We provide tailored solutions for casual use, or to an encrypted standard suitable for submission to a court of law. This provides protection for your business as well as being a tool to identify training needs and improve the skills of tele-based staff.

Interactive Voice Response

Often a caller simply wants to leave their information or have a call handled without fuss. Using a computer to take information from a caller or to deliver information to them, reduces staff workload. Flexible systems are designed to suit your specific needs.

CTI & Application integration

This will allow your telephone system to link to your business applications including your CRM system, Voice mail, email, fax and web contact, as well as providing automatic screen pop of caller information, predictive dialling and web call-back request.

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Why choose Civica Connect?

As a trusted provider of managed **Internet, voice & data** solutions, we are well positioned to deliver fully integrated intelligent solutions to you and your customers.

We provide a **manufacturer independent, consultative** approach to converged telecoms and modern customer service applications.

We work with a number of “**best of breed**” **partners** including Avaya, Mitel, Nortel and Cisco to provide the most appropriate product combinations.

The benefit to you is that the solutions are always **best fit** and not compromised by manufacturer limitations.

Call us to discuss how we can help improve your customer service & reduce costs.

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