



BT Homeshoring

Overview:

BT Homeshoring is more than just home working. We provide homeshored advisers with full Virtual Contact Centre (VCC) functionality, incorporating production level services such as payroll, HR and training, to ensure maximum efficiency and control. Our complete package enables agents to be effectively monitored and recorded as though based in a traditional contact centre.

Establishing a flexible working environment will help you attract and retain an accomplished, multi-skilled and diverse talent pool. We'll help you empower quality personnel and provide the connectivity to critical customer and back-office information for optimum productivity.

Reasons to use Homeshoring:

- Establish Contact Centre infrastructure from scratch – providing the equipment, connectivity and people services you need to implement homeshoring
- Extend your existing VCC capabilities and infrastructure to facilitate homeshoring
- Transform your existing VCC capabilities and contact centre estate to enable call delivery to both in-house and homeshored advisers when migrating to full IP Contact Centre infrastructure
- It gives organisations a way to make the expertise their customers need available to them when they want it
- Expert advice can be made available beyond normal working hours, and this doesn't have to mean an increase in wage bills across the board
- Homeshoring can help reduce the environmental impact of the traditional monolithic call centre
- By working from home an expert adviser has a much greater opportunity to improve their work/life balance

Features of Homeshoring:

- High-speed broadband connectivity and a managed desktop service to support seamless access to critical business information
- Customer Relationship Management and data capture capabilities to help gather customer intelligence and improve the customer experience
- Agent performance, contact recording, and realtime Management Information Services to help ensure optimum productivity

Price:

We will review the needs of your business and tailor a solution that best suits your requirements. Pricing is available on request*

*Terms and conditions apply.

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