



BT Next Generation Contact Centre

Overview:

BT's Next Generation Contact Centre (NGCC) is a pre-packaged, 'out-of-the-box,' multi-channel contact centre offering that can be seamlessly integrated into any existing call centre infrastructure.

Reasons to have NGCC:

- NGCC is a hosted solution that can connect each member of your front-line staff wherever they are to your customer base through multiple contact channels – without the need for capital investment or resources to manage a complex infrastructure
- By hosting your contact centre in a secured BT data centre and linking it to your IP network, capital investment is reduced, business agility is increased, and the risk of deploying contact management technology across the organisation is significantly lowered
- NGCC was developed by us to provide a different approach to significantly reduce risk, cost and time to deliver
- By combining a unified, all-in-one, software-based contact centre platform with our networking and delivery experience, integration and deployment time is reduced
- With NGCC you can meet the dynamic needs of customer management – moving forward without having to manage multiple contracts or make capital investments

Benefits of NGCC:

- **Align investment with results** – A choice of deployment options including a pure on-demand model allows for incremental investment, driven by results and market changes rather than risky up-front investment. Integrated reporting tools plus monthly billing per agent enables detailed ROI analysis
- **Lower your total cost of ownership** – Hosted product design and deployment methodology means NGCC solutions are easy to procure, fast to deploy in your environment, and easy to operate and manage. This all helps you realise a rapid return on investment
- **Achieve your goals in less time** – With a pre-integrated and productised CRM desktop and reporting tools, your contact centres will achieve productivity gains more quickly
- **Deliver a secure and resilient service** – NGCC utilises our own carrier-grade security and global network of data centres. NGCC On Demand is a global, network-based platform deployed on three continents, where all sites are redundant to each other. BT NGCC OnNet is a fully resilient product and can use the on-demand platform as a cost-effective disaster recovery option. Both are supported by global SLAs
- **Identify and manage your customers' needs** – Harmonising multi-channel contact management and CRM applications with the reach of your network will bring you a detailed view of how and when customers want to contact you. Modular architecture enables a fast response to changing demands

Features of NGCC:

- NGCC combines our global voice and data networks with multi-channel communication technologies and customer management applications
- It has an embedded administration tool that acts as a dashboard for all contacts, communications channels agent teams and reporting tools
- Through this unified desktop, agents can manage multiple forms of customer contact, such as voice, email, fax and SMS, while ensuring that each contact is recorded and tracked across your entire organisation
- Scalable and flexible, with a modular design and pricing, NGCC can scale from small 50-seat contact centres, right the way up to 1,000 seats and beyond
- Easy-to-use interface with built-in tutorial modules to reduce user training requirements
- Suite of sales, service and marketing tools to facilitate the automation of operations
- The ability to incorporate multimedia functionality and evolve in the way that best suits your business

Price:

Costs are dependent on your requirements and on the solution purchased.

Offices Worldwide

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