



CONTACT CENTER LIVE

HOW IT WORKS

The Basics

Easy set up time of set up 2-4 days

When you become a Contact Center Live customer you can be sure that setup and training of the CCLIVE solution is quick, easy and painless. As long as you meet the PC and Bandwidth requirements we will have you setup and taking calls within 2-4 days. All you need are PC's and a High Speed internet connection. We'll make sure that you have a list of specifications that are fairly easy to meet.

Operating System	Windows 2000 Pro SP4 or Windows XP SP2
Processor	P3 - 1GHz
Memory	128MB
Browser	Internet Explorer 5.5 SP2
Multimedia	Headset or Supported Sound Card with Microphone
DirectX	DirectX 8.1
Internet	High Speed (Cable or DSL)
Software	Microsoft Outlook as default email client

A Customized Setup For Every Contact Center

Our default setup for Inbound and Outbound campaigns is usually sufficient for most centers. But our experience in the Contact Center Industry has shown that most contact centers have some specific requirements. As part of our service offering we will ensure that your Outbound or Inbound setup is configured to your specifications.

Training

We all know that product training is crucial to run an efficient Contact Center. Our training staff is ready to help with any questions, during AND after the training seminars take place. We guarantee that your agents will be fully trained and ready to handle your campaigns. We also welcome feedback on your experiences with our training professionals so that we can better our customer experiences with always improving support and training.

World Class Support

One of the fundamental factors in any company's success is the type of support they receive from their service provider. At Contact Center Live, our philosophy is that without the proper support, you can't develop customer loyalty or satisfaction. When you contact one of our support staff, depending on the priority of the support issue, you will be able to contact us DIRECTLY via four interaction points: Telephone Direct, Live Web Chat, Web Callback and Email. We use our own solution at our offices so every interaction gets to our support staff as a PHONE CALL with priority.

No Contracts

As a true hosted solution provider, we realize that one of the key elements contributing to the success of setting up a hosted contact center is the limited capital expenditure requirement. Therefore Contact Center Live allows the freedom needed to ensure growth without the risk of being locked to a contractual commitment. Our primary goal is to help you grow your contact center. If you grow then we grow with you, without ANY contracts! We expect you to get great results and that's where we base our efforts.

Reliability

Contact centers run a mission critical business, Period! Because we understand the effects of downtime, we have heavily invested in Telco grade Reliability, Security and Redundancy. We have partnered with Tier A providers starting with a state of the art Telco Data Center hosting facility with power failure back up and ample data transfer capabilities. Our architecture is designed for fail over in any scenario. You can be assured that your business processes are being handled in an environment that is designed for long term Reliability.

Remote Agents

The CCLIVE solution allows for agents to be located in one central location or to be distributed ANYWHERE, with the exact same interaction capabilities. Setting up your agents is easy no matter where they are. Your agents will be included in the call queues and receive all interactions with the same ease.



Multiple Interaction Types

Small contact centers are not limited to voice call interactions any longer. You can choose to take calls via Voice, Email, Web Chat, Web Callback and other surprising features that will be available in the coming months. The ability to receive multiple interaction types allows your contact center to grow by offering additional services to customers who are interested in multimedia interactions with their clients.

Architecture

Forget about configuring and implementing complicated and expensive premise based solutions. CCLIVE gives you the same reliability, security and mission critical features demanded by world class Contact Centers. Take a look at the CCLIVE architecture to fully understand our technology and how it works for our clients.

