

Build meaningful customer connections and enable your agents to work from anywhere



Benefits at a glance:

- Provide a superior customer experience:** Deploy intelligent contact centre capabilities to improve qualification of inbound calls and reduce waiting times
- Optimize your resources:** Queue calls on the network to free up local resources and allocate calls dynamically to different locations or agents, based on best match with skills and AI-powered behavioural profiles
- Increase flexibility and savings:** Select a cloud-based platform to minimize cost and maximize performance with a future-proof solution
- Take total control with easy-to-use, self-service tools:** Access real-time statistics, monitor call quality and make changes to omnichannel routing instantly
- Pan-European footprint:** Available in 13 countries in Europe so you can centralise your contact centre needs just with Colt
- Fully Cloud solution:** Your agents can work from anywhere effectively, as all that is needed is an internet connection

Customers expect a personal relationship – delivered on their terms and through their channels. Does your workforce have the technologies to offer this?

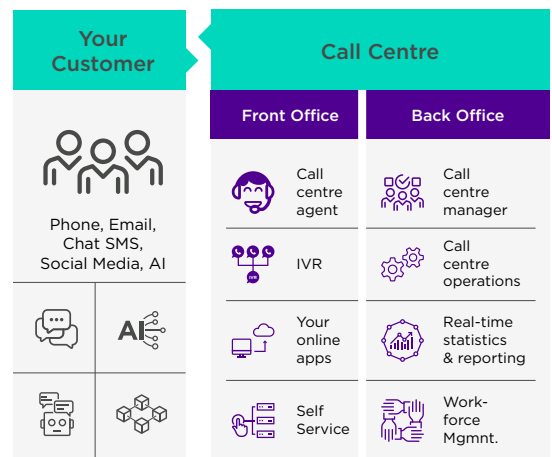
With Colt, you can achieve a dramatic improvement in the service you provide your customers, while improving the productivity and performance of your agents with our fully cloud contact centre solution, which provides a full service wrap of numbers, connectivity and software.

One stop shop with 3 market leaders

Combining Colt's network with Atos Professional Services, we offer an easy to deploy omni-channel solution, powered by Nice InContact, that provides you with the tools and data-driven insights to support your customer experience strategy and organisational outcomes, with a productive and fully remote workforce

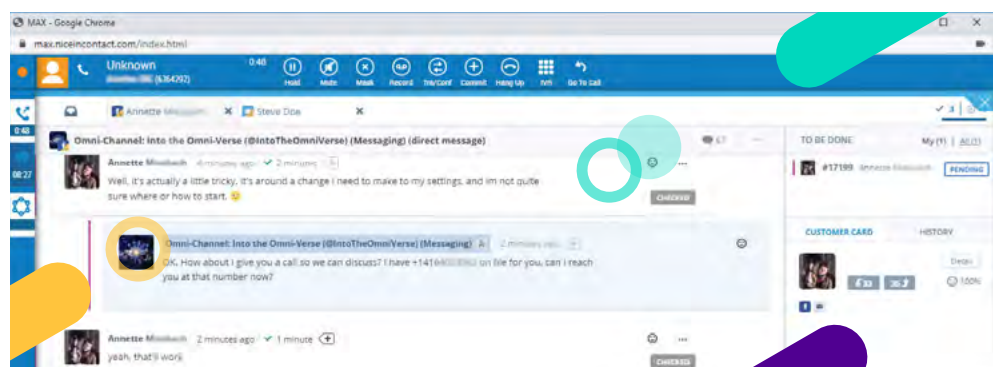
Serve your customers better

Customer needs have evolved, and with our omni-channel contact centre solution you can give your customers control to contact you in the way they prefer (including messaging, social media, chat bots, traditional voice and email). As well as providing the personalised experience they want as all your systems will be integrated, so any information shared by your customer is saved and can be used to streamline their interaction with you.



Enable your agents to work remotely

Your agents will be given all the applications they need in one platform to serve your customers effectively from anywhere. The Nice InContact platform provides a seamless experience for them by simplifying how they work, so they can quickly and easily access the application they need to provide the desired experience to your customer, in a quicker time. Which will result in shorter resolution times that will improve productivity and a better working experience for your agents.



- **Omni-channel solution:** Allow your customers to use their preferred contact channels such as email, chat sessions, social networks or new calling options
- **Increase productivity:** Automate routing interactions with self-service and integrate your Unified Communications services to strengthen collaboration across teams
- **Business continuity:** Keep your contact centre running at times of crisis. Re-route calls instantaneously with a user-friendly, drag-and-drop interface
- **All-in-one application:** Empower your agents with all the tools (including workforce and feedback management, analytics, screen recording and more) they need through the CXOne platform
- **Regulatory compliance:** We provide extra levels of security (e.g. PCI DSS) so you can give confidence to your customers when they contact you
- **End-to-end AI:** We provide the full contact centre eco-system, with end-to-end AI. Including AI-powered insights to delight customers and engage your employees with relevant feedback

Simple Migration

Moving to Colt CCaaS is a very simple process, and we have performed many seamless Contact Centre migrations in the past, no matter your existing solution:

1. Qualify: Consultation with us to understand your requirements and add value to your organisation
2. Solution design: We provide customised instructions depending on your existing service, to start your migration journey
3. Handover: Using our global best practices and tools, including our migration playbook and templates we begin your migration with us by your side
4. Support: You can then go-live with confidence, supported by an expert team to enable a quick turn-up with customisation support available

After, you will be up and running with Colt CCaaS to build meaningful relationships with your customers and give your agents the tools to work effectively from anywhere.

Scalable solution

We have created a set of bundles designed for your organisation, to give you the features you need to be successful. So whether you have a few agents with basic needs, or have thousands of agents that need advanced features, we have a bundle for your organisation. Further to this, these bundles can be customised to add or remove features, so the value of your cloud contact centre is maximised.

Configured Licenses billing depends on the highest number of active users set up on the platform at any one time during the month.

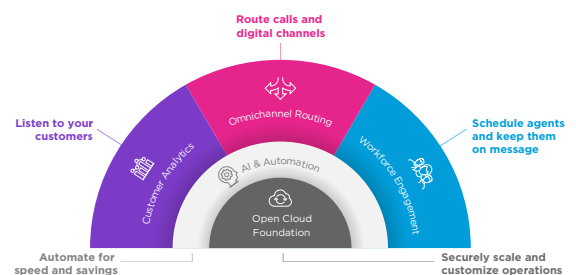
Configured License	CXone Call Center Global	Cxone Omnichannel Call Center	CXone Contact Center Core Global	CXone Contact Center Advanced	CXone Contact Center Complete Classic
ACD/IVR	•	•	•	•	•
WebRTC softphone	•	•	•	•	•
Audio Recording Pro	•	•	•	•	•
Ports	1	1	3	3	3
1GB Active storage	•	•	•	•	•
Screen Recording Pro	•	•	•	•	•
Chat & Email (NICE inContact)	•	•	•	•	•
Personal Connection	•	•	•	•	•
WorkForce Management Pro	•	•	•	•	•
Quality Monitoring Pro	•	•	•	•	•
InView Performance Mgt	•	•	•	•	•
Feedback Management (Survey per Agent)	•	•	•	•	•
Analytics Pro	•	•	•	•	•

Concurrent Licenses billing depends on the highest number of users logged into the platform at any one time during the month.

Configured License	CXone Call Center Global Package Concurrent	CXone Call Center Global Package Concurrent
ACD/IVR	•	•
WebRTC softphone	•	•
Audio Recording Pro	•	•
Ports	1	1
1GB Active storage	•	•
Chat & Email (NICE inContact)	•	•
Personal Connection	•	•

Fully integrated cloud contact centre

We provide the full contact centre eco-system, with end-to-end AI. This enables your contact centre to go further, with intelligent routing (AI-powered natural language and predictive behavioural routing), self-service (AI chatbot), blended agents (AI-infused quality, coaching, recording and scheduling tools), and AI infused analytics.



Order with ease

Through our Voice on Demand portal, administrators and contact centre managers can quickly and easily flex up or down the number of user licences in their solution, meaning you only pay for the service you need. As well as being able to add more professional services and get help in local languages at any time.

For more information, please contact us on:

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