



Supporting your customer's journey

Tailored solutions with your needs in mind - the challenge in today's marketplace is to improve customer satisfaction while continuing to lower costs. To support this you need a technology platform that is best-in-class, will deliver an immediate return on investment and accommodate on-going changes as your organisation evolves.

Netcall Liberty™ is a next-generation technology platform that will transform your Customer Engagement, intelligently managing multichannel interactions, contacts, content and data. Liberty optimises the efficiency of your workforce and streamlines your business processes now and into the future.

Liberty is modular and can be deployed to fill the gaps in your technology and make legacy systems more efficient, or it can meet your end-to-end customer engagement needs. Additional modules are easily added, growing your capabilities as your customer demands increase.



netcall.com

0330 333 6100



A CUSTOMER ENGAGEMENT HUB ACROSS MULTIPLE CHANNELS, LIBERTY CAPABILITIES INCLUDE:



MULTICHANNEL CONTACT CENTRE

Efficiently interact with customers

Liberty's multichannel contact centre routes multichannel queries through a universal queue including inbound calls, emails, web chat, social media and SMS.

Agents use a single desktop, and their productivity is maximised as you seamlessly respond to changing customer expectations. Consolidated reporting and management provide you with full visibility and control of every interaction.



WORKFORCE OPTIMISATION

Improve operational performance

Optimise the deployment of your trained and motivated agents to produce high quality customer interactions and improved customer experience, while enjoying lower operating costs.



CUSTOMER SELF SERVICE

Automate web and self service

Transform your customer experience, help consumers reach their goal quickly and improve satisfaction and loyalty. Offer 24x7 convenience and reduce costs.



IVR & SPEECH RECOGNITION

Automate voice interactions

Quickly route customers to the correct department, reducing wait and average handling times and improving customer satisfaction.



CASE & DOCUMENT MANAGEMENT

Manage cases and documents

Automate your processes and equip your staff with a complete customer history. Automatically launch a workflow and assign and allocate tasks.

Ensure customers feel valued, and improve the likelihood of repeat business by quickly resolving queries and complaints, thus reducing future service costs.



PCI IVR PAYMENTS

Securely transact payments

Improve customer convenience, provide 24x7 payments and on-demand balance information. Integrate your payment solution with organisation-wide systems such as CRM and billing.



PROACTIVE OUTBOUND APPLICATIONS

Automate and personalise bi-directional, process-driven communications and alerts

Enable customers to easily remain up-to-date and inform you of any changes to their case or circumstance. Reduce missed appointments and improve team productivity. Reallocate timeslots and maximise the use of skilled personnel.



CUSTOMER SERVICE BPM

Create, streamline and integrate workflows and systems across all interactions and channels

Increase first contact resolution by equipping agents with the right customer information in the right place. Reduce average handling times by over **30%***. Improve organisation efficiency when you automate your processes, initiate business actions and monitor progress.

**The Warranty Group Case Study*

SINGLE PLATFORM ACROSS MULTIPLE CHANNELS

SINGLE BROWSER-BASED INTERFACE

A single browser-based interface provides both user and administration access. Roles-based administration provides access control necessary for different job roles, while a detailed audit log records all activity on the system.

SHARED COMMON DIRECTORY

The Liberty applications share a common directory that is typically automatically synchronised with your existing directory data to manage additions, changes and deletions. This supports the Liberty ethos of 'near-zero administration'.

REAL-TIME REPORTING

Detailed reporting is available across the Liberty Suite, including configurable graphical and tabular historical reporting. Real-time information is presented in easy-to-read dashboards and wallboards, providing the relevant information required for proactive and reactive management.

TECHNOLOGY AGNOSTIC TO MAXIMISE CURRENT AND FUTURE IT INVESTMENT

Liberty connects to any existing telephony network and carries interoperability certification for many leading telephone system suppliers. The Liberty platform supports both legacy TDM and VoIP systems, so a change in telephony platform will not lead to system replacement or expensive upgrades.

PCI CERTIFIED

Liberty can be configured as a PA-DSS certified automated telephony payment server to ensure your PCI integrity is preserved.

DELIVER SUPERIOR CUSTOMER SERVICE

Designed in the UK to meet national needs, Liberty saves time, frees up resource and reduces waste. Netcall's proven software development and delivery track record offers the peace of mind of a sustained return on investment underpinned by dependable local support.

Our goal is to provide every client with a technically robust, secure solution that supports their delivery of exceptional customer service now and in the future, while adding value every day.

The Liberty Platform supports:

- Microsoft Windows Server 2012 operating system
- Nuance® 10 speech technology harnesses improved performance with a strong roadmap
- 2U server hardware from a leading manufacturer plus an option for virtualisation
- The Liberty platform is available for deployment on your premises or as a hosted solution in Netcall's secure and resilient data centres



Managing customer expectations today and in the future

Visit netcall.com/liberty to discover more, or call us on **0330 333 6100** and say "Transforming Engagement".





BBC Worldwide streamlines their customers' contact experience using ContactCentre 59R. "We are happy with ContactCentre 59R. It is a trusted application that we use within our business. Just knowing that we can deliver great results to the client's specification within the team is a great advantage."

Martin Oliver, Infrastructure Communications Team Leader



BT Retail enhances productivity by improving customer and agent satisfaction. "Our Next Generation Contact Centre programme is focused on delivering efficient high quality customer service supporting the success we've had in both winning and retaining customers. Netcall's QueueBuster will be material in helping us achieve our goals."

Chris Stroud, BT General Manager



TT2 improves transaction security and the customer experience with payment automation. "The payments system has made a tremendous difference to the way we process payments at TT2. It has helped us to achieve operational efficiencies using an automated, streamlined approach and has brought tangible financial benefits too."

Rachel Turnbull, CEO



Interflora handles peaks in demand through improved staff resource management using Netcall's QueueBuster solution. "The implementation process from start to finish has been absolutely amazing; every milestone was kept to and as a result of us using QueueBuster our customers are very positive once they receive the call back. Psychologically we get control of the call and it's giving us more opportunity to up-sell and cross-sell."

Richard Metson, Planning and Telecommunications Controller



The Warranty Group gained average handling time savings of more than 30% using Netcall's unified agent desktop. "The project was a perfect example of how an agile methodology combined with excellent collaboration between business users, internal IT and a skilful external resource with a flexible product can really work. We thought we had a very good idea of what was required but working with Netcall and Eden we were able to very quickly take that initial vision through a number of iterations that resulted in a solution that was far superior to our initial expectations. This collaboration meant that the implementation went very smoothly and the project met its objectives much sooner than we anticipated."

Paul Jarrett, European IT Director

Our software product suite provides compelling solutions that are transforming customer engagement, including Multichannel Contact Centre, Workforce Optimisation, Proactive Outbound Applications, Customer Self Service, IVR & Speech Recognition, PCI IVR Payments, Case & Document Management and Customer Service Business Process Management.

Our tailored solutions are available on-premise, cloud or a hybrid blend of both. Netcall's customer base contains over 700 organisations in both the private and public sectors, including over 70% of the NHS Acute Health Trusts, major telecoms operators and leading commercial organisations across many sectors. We help organisations to transform customer experience and deliver operational efficiencies, building brand loyalty and profitable growth.

