



liberty cloud

Transform your customer experience

Investing time and effort in improving customer experience (CX) returns positive revenue results, no matter the industry.

Strategic alignment

Within your contact centre are you looking to...

- Differentiate your customer experience
- Command and control your information and resources
- Remain flexible, scalable, resilient and agile.

Deliver omnichannel operational excellence

Your contact centre showcases your organisation's customer experience.

Are you looking to:

- Deliver seamless omnichannel customer service
- Ensure that optimal workflows deliver first contact resolution (FCR) with quality and compliance
- Proactively manage all resources in real-time
- Engage effectively with your teams, creating an environment where they can reach their potential.

Technology that's secure, flexible, scalable and resilient

The new 'normal' means that IT teams are leaner in human and capital resources than ever before.

Limited resources, coupled with changing core business and customer demands, mean you consistently re-evaluate all expenditure, risk and control and compare their benefits and costs.

Do you need...

- Scalable, flexible and cost effective solutions that deliver superior customer service
- Robust secure, regulation compliant systems that will deliver every day, even during a disaster
- Effective on-time, on-budget project delivery
- A partnership of useful and supportive technical service future-proofing your investment.

Our cloud-hosted solution provides an efficient delivery of contact centre services over the internet.

Liberty Cloud enables organisations, like yours, to select a tailored solution that is just right for you, from our full range of contact centre offerings.

You don't have to build and maintain in-house infrastructure which means faster deployment and easier maintenance. We integrate with your legacy systems to improve your team's ability to deliver exceptional customer experience, and free management to focus on growing your business; a real competitive advantage.

The hub of your world linked throughout your organisation with a Liberty Cloud contact centre

Differentiate your customer experience

- Multichannel routing and management, means connected journeys across voice, web chat email and social
- Know your customer – recognise and respond from the start through integration with Customer Experience Manager (CXM)
- Offer proactive Interactive Voice Response (IVR) and speech self-service including collecting partial information to reduce call handling time
- Place your agent in control and remove unnecessary orientation time when you screen pop the contact record
- Proactive outbound campaigns trigger from within workflows to engage customers before they need to contact you
- PCI payments managed.

Aware, informed and proactive

- Real-time dashboards keeping team leaders and managers in full control all-day, every-day
- Quality management - configurable screen and call recording with detailed analysis
- Supervisor alerts and consolidated views on any device

- Integrated case management and Customer Relationship Management (CRM) updates
- Reporting bookmark.

Single platform matters

- Contact centre or across the organisation
- Fully functional telephony with our PBX
- Integrated presence across the organisation e.g. Skype for business promoting first contact resolution
- Integrations using agnostic standards
- Saving administrators time and effort
- Single login sign in.

Engage your agents

- Take your agents with you, increasingly there are 4 or more generations of colleagues in your teams needing tailored personalised mentoring and support
- Make it easy, provide guides, put them in control, 'click to dial' and agent first progressive dialling intelligent routing
- Skills matching, flexible agent skills templates
- Agent training and empowerment reduces churn.

Proactively managing all resources in real-time

- Right staff, right time, right place - effective workforce and performance management
- Consistent repeatable service with recording and quality management
- Workflows maximise efficiency and deliver highest possible FCR
- Guidance to support every agent to achieve their potential.

Disaster recovery sorted

- Emergency call routing – any device contact and fall over planning
- Disaster recovery – security of resilience back up and data.

Design your ideal delivery

On-premise or in the cloud consider the options for choice: your primary decision typically includes...

- Upfront capital costs vs. smaller reoccurring Opex
- IT control and resources management
- Flexibility and scalability.



You choose the deployment suited to your business needs	On-premise	Hybrid	Cloud
We need to match our systems expenditure to our operational revenue		●	●
Our IT team need to focus on our core business and we need help with rapid deployment for our projects		●	●
Solutions in our industry are rapidly updating, we don't want our investments to age		●	●
We have fluctuating demand and need to match capacity to changing customer requirements		●	●
Corporate cloud first policy		●	●
We have complex business system integration requirements	●	●	
We prefer capital expense	●		
Corporate policy, security and regulatory concerns mean we prefer to have all our infrastructure on site	●		
We like to manage all our solutions internally	●		

Features at a glance

Scalability and resilience

- From 50 to 500 ACD agents
- 100 to 1,000 business users
- All components provided (N+1) i.e. at least one independent backup component
- Secure hosting
- ISO PCI and BS certified.

Multichannel ACD

- Multichannel universal queue
- Skills based routing with templates
- Preferred agent routing with team escalation
- Call back with QueueBuster
- Speech and DTMF IVR
- Proactive outbound agent first dialling and SMS
- Local number presentation for outbound calls
- Any device any location deployment
- 'Click to dial' and presence status
- Fully featured Switchboard Operator.

Channel shift to self service

- Intelligent in-queue IVR screen popping
- Full automation with voice self-service
- PCI payments
- Overflow routing to agent first call back.

Reporting

- Real-time dashboards and alerts
- Customisable historical reports
- Role based access.

Workforce optimisation

- Screen and voice recording
- Agent evaluation and quality management
- Real-time performance monitoring and alerts
- Customer surveys.

Workforce management

- Forecast and schedule
- Intraday management
- Agent adherence.

CRM integration

- Use our agnostic integrators to your CRM or integrate our fully featured Customer Experience Manager
- Workflows, records and case management, start to finish
- Self-service web portal.

Hosted telephony

- Fully featured telephony and administration interface
- Polycom or Yealink handsets.

Our support

Helpdesk and customer support.

- UK based support team
- Standard access 7am to 7pm, Mon-Fri
- Comprehensive support 24x7, 365 days a year.

Product development

- UK based R&D team
- Customer change requests reviewed and included within roadmap planning.

Billing

- Full monthly reporting
- Fixed charges for platform, agent functionality and data storage
- Variable costs include archived call recording and burst licences and inbound and outbound telephony minute costs.

Data storage

- Fixed monthly cost for storage of archived call recordings and report data.

Netcall is one of the UK's leading providers of end-to-end Customer Engagement Solutions. Our aim is to enable clients to deliver superior customer service. Our software product suite provides compelling solutions that are transforming customer engagement for businesses like yours.

Get in touch and speak to a specialist on **0330 333 6100** and ask for "transforming customer engagement".

