



## PRODUCT SHEET

# Liberty ContactCentre



## Take back control of your contact centre with our powerful omnichannel solution.

Customer expectations are at an all-time high. Regardless of channel, they expect seamless service and a personalised experience.

Without an omnichannel contact centre strategy you can't meet this demand. You can't connect every contact across an interaction to improve service. Or match customers to the right agent at the right time. And you can't provide your agents with the information they need to work efficiently.

Liberty ContactCentre solves these problems by giving you full control of your contact centre.

By connecting data sources and systems it presents a real-time view of activity across all channels. You can track the performance of your contact centre as a whole, or focus on specific interactions and contacts.

This insight can be shared with agents to ensure they're delivering the highest standard of service. It can also help you make best use of your resources. And with only one queue to manage, you can redirect contacts and agents with ease.

Gain fingertip control of your contact centre now and exceed your customers' expectations. Push the boundaries of customer experience. Drive digital transformation to deliver exceptional customer service.

### Key BENEFITS:

- **Improved efficiency for customers and agents**  
Deliver contacts to the right agent at the right time to improve first contact resolution.
- **Enhanced customer experience**  
Link every contact across a single interaction to improve service.
- **Real-time insight**  
Track all contact centre activity, across front and back office, in real-time.
- **Improved agent performance**  
Provide agents with data-driven training, evaluation, support and guidance.
- **A flexible, empowered workforce**  
Empower agents to work securely anywhere and from any device.
- **Informed and engaged customers**  
Update customers on progress and services before they need to ask.

### Key FEATURES:

- **Multimedia contact handling**  
Simplify contact routing with a universal queue that includes voice, email, web chat, SMS and social media.
- **Single customer view**  
Identify customers in real-time to reduce handling time and improve the in-queue experience.
- **Easy to use agent workspace**  
Identify customers in real-time to help interact and guide agents.
- **Outbound campaign management**  
Optimise agent occupancy and blend inbound and outbound calls.
- **Virtual intelligence**  
Integrate virtual agents into your team and track their performance.
- **Low-code applications**  
Plug and play with ready-made applications based on systems and processes.

**Take a deeper dive** | Contact us today for a demo  
Visit [netcall.com/multichannel](https://netcall.com/multichannel)



## SPECIAL FEATURES AT A GLANCE:

- Omnichannel queue management
- Easy to use agent workspace with interaction control and guidance
- Contact Manager for customer context
- Real-time updates using widget driven dashboards
- Tailored reporting
- Embedded agent evaluation
- Native social and conversational SMS
- Integrated into your core infrastructure with agnostic APIs.

## A solution tailored to your needs

### Protect contact centre data

- Delegate access with tiered administration control
- Track user activity with a detailed audit log
- Simple and straightforward integration
- Seamlessly integrate Liberty ContactCentre into your existing systems, including ERP and CRM solutions
- Customise the display with your company logo and brand colours
- Manipulate widgets to focus on your SLAs and KPIs.

### Choose a deployment model that works for you

- Available as a hosted, on-premise or hybrid solution
- Deployment is a rapid and straightforward process.

### Flexible UK customer support

- Choose from our selection of flexible customer support packages
- Liberty ContactCentre is developed and maintained in the UK. Requesting and implementing enhancements is simple and painless.

### Stable and reliable software

- Our agnostic platform is accredited for Microsoft Skype™ for Business, Avaya®, Cisco® and Mitel®
- Choose our highly resilient, cloud-based IP-PBX telephony for your whole organisation.

### › Netcall Liberty Platform

Liberty ContactCentre is a module of Liberty, our next-generation customer engagement platform.

Liberty unifies contact centre channels to create an end-to-end customer engagement hub.

It gives users full control over the contact centre and allows them to manage contacts, content and data.

Each Liberty module can also be deployed as a standalone solution to enhance the capabilities of legacy systems.

Learn more about Liberty [netcall.com/liberty-platform](http://netcall.com/liberty-platform).

### › Netcall at a glance

- 700+ customers
- Over 20 years' experience transforming customer engagement
- We deliver specialist solutions for the public, healthcare and private sectors
- We serve 70% of the NHS Acute Health Trusts.
- We support over 300 contact centres.



## Take a deeper dive

Contact us today for a **demo** visit [netcall.com/multichannel](http://netcall.com/multichannel)  
Or call us on **033 0333 6100** and say "Transforming Engagement"