

iDesk CALL CENTRE HOTEL

iDesk CALL CENTRE HOTEL Flexible, Cost-effective Call Centre Facilities

Available at 72hrs notice for short or long term contracts

"Companies are dealing with increased competitive pressures, larger and more geographically dispersed client bases, and more expansive technology infrastructures," said IDC analyst Katrina Menzigian.

"Instead of trying to co-ordinate and sort through these various factors, many companies prefer to relinquish responsibility to outsourcing partners that have the technology, processes and people already in place."

The principal benefits are

- No large initial capital outlay
- Immediate availability – enabling rapid business delivery
- Scalability/flexibility – scale up or down according to your needs
- Implement an interim solution to meet your call centre needs
- Pilot and support new services with minimal risk

Our service

iDesk's CALL CENTRE HOTEL is a fully-equipped multimedia call centre available at very short notice for flexible, variable contract lengths.

Overview of key features

- **Infrastructure that supports a 300-seat contact centre 24/7**

Allows uninterrupted 24-hour customer service.

- **Highly flexible**

With little notice required and short contract periods available, the iDesk Call Centre Hotel is a uniquely flexible service.

- **Full range of contact channels**

Multiple contact channels, from telephone and chat to interactive voice response and email, can be integrated, supporting a unified customer experience.

- **Easily accessible location**

Based in London, less than 100 metres from Wembley Park tube station (Metropolitan/Jubilee line) and approximately 1 mile from the A406.

- **Software environment**

Replicate your own environment or use our proprietary integrated call and email management software.

- **Digital call recording and analysis**

Using digital voice recording technology, all calls and call details are stored in digital format.

- **Real-time management**

Allows configuration of all agent groups and applications through a highly-intuitive interface.

- **Daily management reporting**

Providing timely performance statistics.

- **On-site support**

Our team of professional systems specialists and engineers are available to provide high quality support.



idesk

Cutting the cost of customer service

For further information about CALL CENTRE HOTEL or any other iDesk products and services, email us on sales@idesk.com or call us on +44 (0) 20 8537 7575

**Facilities:**

- Ergonomic desks and chairs arranged in banks of 8
- High quality PCs with Internet access
- State of the art telephony platform with softphone architecture and headsets
- Use of shared rest area with vending machines and pool table
- 24 x 7 x 365 on-site security
- Guest parking

Shared Architecture:

- Fully resilient 20/20 switch with active voice recording and integrated IVR platform
- 100 Mb backbone switched network
- 2Meg pipe with ultra resilient backup
- Served with diverse voice circuits from several telecommunications providers
- UPS backup for key components
- Oak and Crystal reporting facilities

Optional extras:

- Fully managed service delivery
- Skilled agents
- Call forecasting and staff scheduling
- Process analysis
- Consultancy
- Meeting and training rooms

INTELLIGENT EMAIL

iDesk's INTELLIGENT EMAIL is an email management solution targeted at enterprises that receive high volumes of email and require a system to manage the workflow & reduce costs.

The software analyses each mail as it arrives and routes it to the appropriate skills groups. Artificial intelligence, combined with a knowledge base, is used to auto-respond to some mail types and provides suggested responses to others.

Principal benefits include:

- Control & tracking of customer mails
- Cost reduction
- Increased response speed to emails
- Reduced agent training time
- Higher customer satisfaction
- Scalability

About iDesk**Cutting the cost of customer service**

iDesk provides world class customer management and support solutions for contact centres and technology companies.

Using its understanding of customer interaction, technology and business processes, iDesk helps its clients to cut the cost of high quality customer service. Through a highly flexible, modular approach that is easily integrated with existing systems, iDesk reduces costs and increases revenue potential.

Products include: technical support; consultancy; web-based support (email management, workflow, knowledge based self-help, electronic bill presentation and payment, web design) integration services; Online E-tailing & E-commerce facilities, call centre facilities and managed services.

Customers include British Telecom, UU Net, MCI WorldCom, AT&T, Barclays Bank, Natwest, Cable & Wireless, Tiscali.



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