

Running call centre operations differently:

Are you tired of adapting your way of doing business or even worse, your business goals and targets, because they don't match your call centre's set of applications and hardware components?

For the first time a team of call centre specialists has listened to the needs of business people, call centre managers, supervisors, team leaders and call centre agents. Keeping the call centre's audience at the heart of their approach, they have taken a blank sheet and have designed a call centre solution the way the operational and business people want it to be: an easy to handle tool that supports them in meeting business objectives and keeping costs under control. The tool follows the natural flow of call centre campaigns and call centre processes. Putting your call centre operations into practice is no longer a never-ending business re-engineering exercise!

The tool they designed responds to today's call- and contact centre needs. It is a multi channel virtual solution that integrates all common contact centre functionality and adds extra functionality to cope with time consuming operational aspects. It also provides solutions to avoid well-known call centre nightmares such as "multi wave" campaigns, "end of call file" outbound dialling and report consolidation.

The team also understands the undesired effect of downtime and the resulting cost and lack of income for contact centre operations. They designed their solution according to today's proven technology standards. The fully VOIP- and SIP-based environment is in line with the irreversible IT tendencies. Security and redundancy requirements have driven the team in making technical platform decisions and software development strategies and choices.

Above and beyond the traditional on-site installations, the complete suite runs in ASP mode. This ensures that the solution is open to all companies and that the system can be maintained centrally minimising cost of ownership and making sure the latest version is always available.

Nixxis Contact Suite makes it happen!

Nixxis Contact Suite functionalities

The Nixxis Contact Suite is a multi-channel virtual contact centre platform providing full contact centre functionality to the agent's desktop. It integrates seamlessly with scripting interfaces, third party- or custom-made user applications.

The Nixxis administrator manages system parameters, HR aspects and business campaigns in a user-friendly and business-oriented way.

In addition to traditional group based and skill based routing the Nixxis ACD offers profit based routing.

Nixxis provides standard and advanced IVR interfaces.

The Nixxis dialler works in manual, preview, progressive, power, restricted power, predictive and unattended mode.

Business campaigns are composed out of a set of inbound and outbound activities independent from communication channel.

Workflow between activities and dependencies between activities are defined, and the system allows multi-wave campaigns.

Business objectives and targets are defined and are measured in real time.

The Nixxis supervisor combines the quantitative and qualitative aspects of your operations and monitors your service levels.

The reporting tool creates browser-based historical overviews that can be exported into the common used formats.

The **Nixxis recorder** can be initiated by the system, a supervisor or an agent.

From On-site to fully decentralised ASP solutions.

In addition to typical On-site implementation, Nixxis offers its solutions in ASP mode. This results in secure, cost effective and flexible solutions to control operational expenses.

Technology is evolving so fast that companies are barely able to keep up the pace. "On demand" solutions become imperative. Companies prefer functionality-rich "on-demand" solutions that do not require large up-front investments and can be provisioned on a monthly basis and with much reduced risk. The need is growing fast for a new generation of 'hosted' solutions for which 'you pay as you use'.



Why do Customers look for alternatives to premise-based systems?

Need to keep up with evolutions

Technology used in ICT projects may become outdated before it is used and furthermore, technology solutions often lack the flexibility and openness required to cope with new communication channels. It is impossible for the ICT staff to become or remain experts in all domains, as it is equally impossible to keep hiring new experts.

Flexibility and security

The trend towards home working and satellite offices is sustained by the desire to avoid wasting time in traffic congestion and to increase the work/life balance. It calls for flexible and secure communication tools, which, in traditional premise-based systems, require extremely expensive security and redundancy investments in order to avoid single points of failure.

Availability around the clock

Globalisation of corporate organisations requires centralised management and reporting, combined with a flexible and cost effective deployment and support of local operations. ICT service delivery and support must be available throughout continents or worldwide, around the clock and 7 days a week.

Customised solutions

Do you believe this solution is too sophisticated for you? You think you don't have all these needs?

Nixxis offers a modular approach, from top to bottom.

This means that Nixxis has developed a solution with simplified packages, which respond to all the needs of a modern Contact Centre.

Running call centre operations the other way!

Let's talk!

