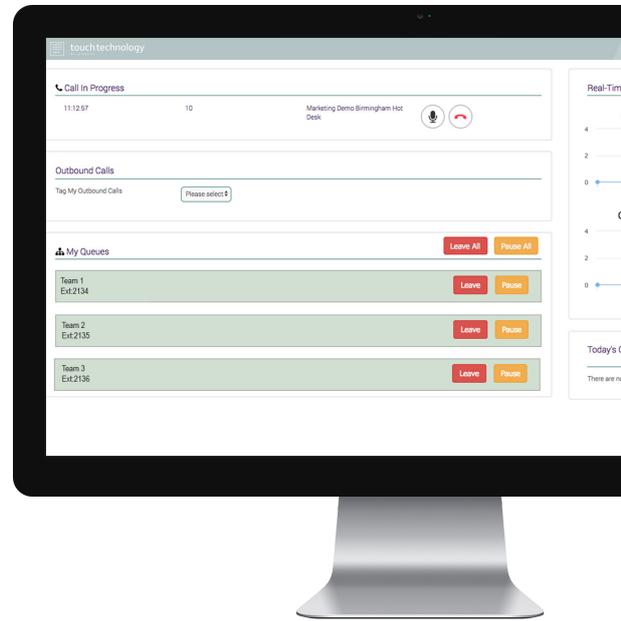


# Touch Technology Contact Centre

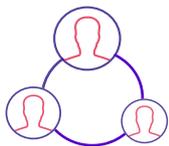
**In today's competitive global market, a world-class contact centre can be essential to daily business operations to deliver superior service and high-quality customer interactions. Businesses need to enhance their customer-centric processes to maximise the value of customer relationships and customer loyalty.**

Effective contact centres must provide information that power the right decisions while ensuring service excellence and delivering measurable business value at low cost.

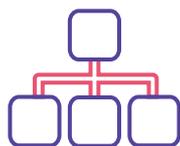
Our Touch Technology Contact Centre provides you with the tools to effectively handle call volumes as well as gather and report valuable customer intelligence to help increase sales and agent productivity.



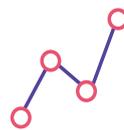
## Touch Technology Contact Centre Feature Sets



Admin and agent-level user access.



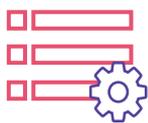
Customisable auto attendant.



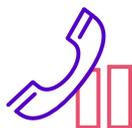
Call queues with call delivery options and overflow routing.



Configurable ring time and wrap-up time per queue.



Customisable lists, including agent skills rating, pause reasons and outbound call tags.



Auto-pause and auto-answer options per queue.



In-queue announcements and call back option.



Reporting – specify KPIs and view historical call data.



Monitor real-time performance of calls and agent status.



Supervisor listen-in feature for calls in progress.



Specify allowed extensions/numbers per agent.



Agent view of their queue statistics and daily calls.

## The benefits of Touch Technology Contact Centre



- › Deliver consistent, personalised customer service by better utilising agents to match the needs of your customers.
- › Enhance the business value of every customer interaction by supporting your ability to provide a service based upon service level agreements.
- › Reduce costs while increasing efficiency and effectiveness by providing flexible quality management tools.
- › Performance awareness through a suite of real-time and historical reporting tools.



## The value we offer

- › **Minimise risk**  
Improving business continuity while reducing costs and operational risk.
- › **Streamline deployments**  
Based on proven methodologies and best practices.
- › **Innovation**  
We develop, maintain and support it ourselves.
- › **Integration**  
Full API available to enable integration with your existing business systems.

Touch Technology Contact Centre provides additional functionality and adds value to the Touch Technology solution, leading to greater efficiency and effectiveness for your business.

Touch Technology empowers you to deliver integrated voice, video, mobility, and presence over multiple devices, transforming the way you communicate. It's the perfect choice for any business seeking a powerful communications solution

## About Intercity Technology

At Intercity Technology we believe in a people first approach to define and launch technology solutions.

We have over 30 years' experience in delivering services that allow you to work together, work securely and work from anywhere on a global basis.

With a genuine passion for technology and the businesses we work with, we offer innovative technologies in cloud, enterprise mobility, collaboration, security and managed services.

Intercity is accredited by a number of professional organisations with a suite of accreditations which confirms and evidences our commitment to security, quality, service management and environmental management. For a full list of our accreditations and frameworks please visit: [intercity.technology/accreditations](https://www.intercitytechnology.com/accreditations)

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**Work together**



**Work anywhere**



**Work securely**

intercity  
TECHNOLOGY