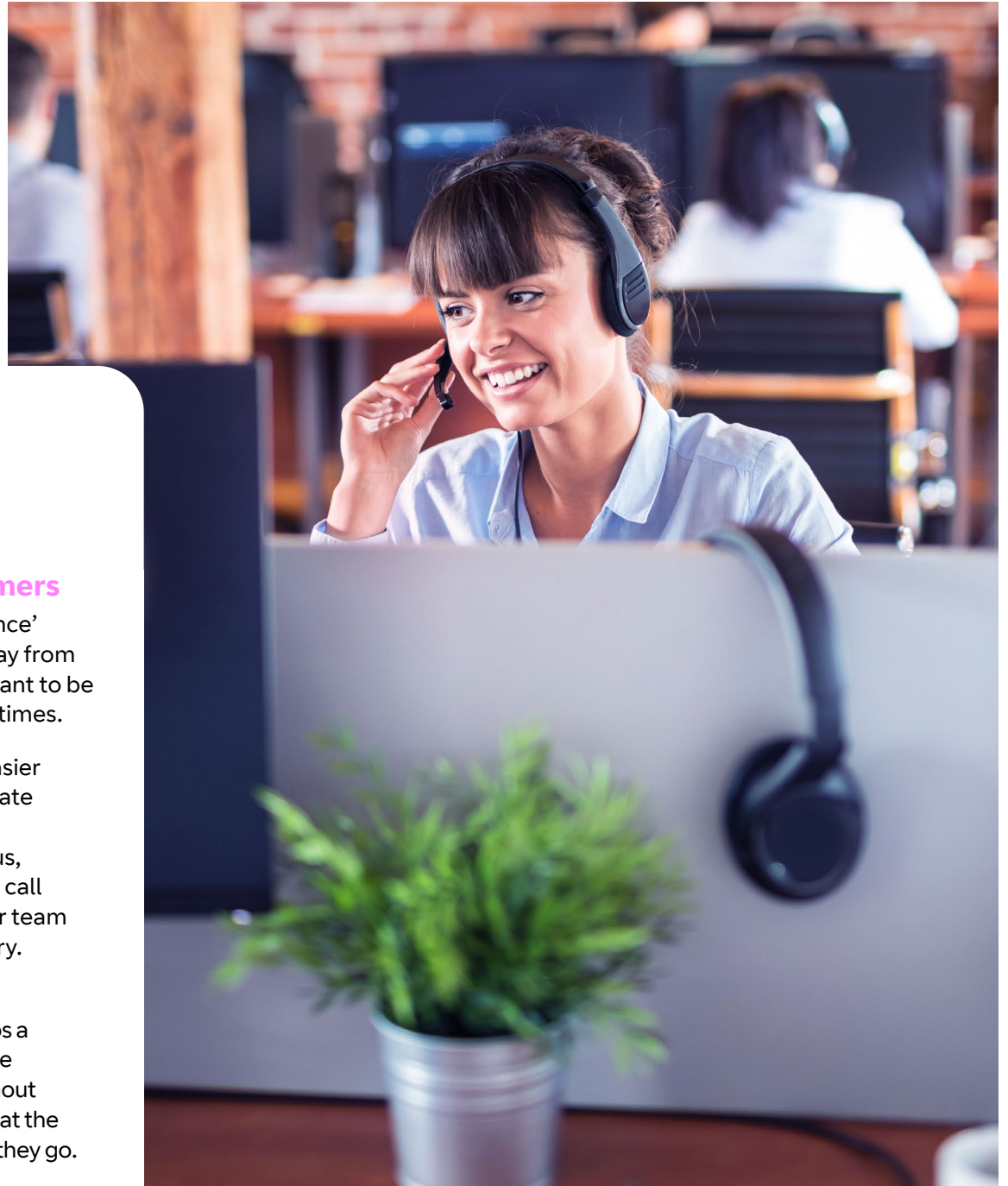




Make every call productive

Increase your call handling efficiency
with MiVoice Business Console





MiVoice Business Console: it's the right call

In high volume call environments, your teams need to do more than just answer phones. They need to manage calls. So they can reach the right person fast, and improve your customers' experience. With our MiVoice Business Console on your PCs, everybody will find it super easy to process calls efficiently.

Handle calls quickly and accurately

The console automatically searches all incoming calls. Then provides the person answering the phone with your caller's most recent or frequent request destinations. Enabling them to transfer over 90 per cent of calls in one, simple click.

Create happier customers

Nobody likes waiting. 'Presence' shows you if somebody is away from their desk, busy, or doesn't want to be disturbed. Reducing waiting times.

To make it even faster and easier to find someone, you can create dedicated lists for different departments and groups. Plus, if a person isn't available, the call can be transferred to another team member to handle the enquiry.

Your colleagues may also get challenging requests - perhaps a caller wanting to go back to the last person they spoke to, without knowing their name. A glance at the console's 'call history' and off they go. Another satisfied customer.

Minimise disruptions, maximise productivity

Let your colleagues know they have a call using instant messaging (IM). It's less intrusive than answering their phone, and perfect if they're in the middle of something. Your agents can also use IM to ask a quick question on behalf of the caller.



Sharing isn't just caring. It's cheaper.

Save on costs by sharing your answer point with other small or medium-sized businesses. Or if you're a large company, use one answer point for all sites. Your customers get a friendly, personalised greeting. You get the benefit of the console's speed and efficiency without blowing your budget. Everyone's a winner.

Greater flexibility and less office space needed

Every business has peak volume call hours. You can easily manage this, no matter how busy it gets. Additional team members can simply log in from home or the office, anywhere in the world. So you can make the most of flexible support, whenever it's required.

Handle every call like a pro

To further improve productivity, and customer service, the console has lots of other great features. From incoming call lists to an on-screen scratch pad; enhanced status indication to quick call retrieval.

How to get in touch

Improving your teams' productivity and the customer experience – it's your call.

Get in touch, or visit

www.bt.com/micloud-uc



Offices Worldwide

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