



CCCD

Contact Centre on Demand

Your flexible pay-per-use contact centre solution.

We grow customer
confidence.

illation

Contact Centre on Demand

Our Contact Centre on Demand (CCoD) is a fully hosted, fully managed, pay-per-use model. Allow customers to get help when they want it, through the communication channels of their choice—whether with a live agent or real-time self-service options. CCoD also allows agents to move between channels and touchpoints easily, so your agents can seamlessly help customers.

At illation, our dedicated team of business analysts, engineers and architects will work with your organisation in executing an all-in-one contact centre solution, giving your agents everything they need, right from the start.

Business Features

- Month-to-month per-usage billing
- High availability and redundancy
- Easy to scale, both up or down

Agent Features

- Remote or on-site agents and staff
- Skills-based routing to qualified agents
- Customer journey/service history tracking

Customer Features

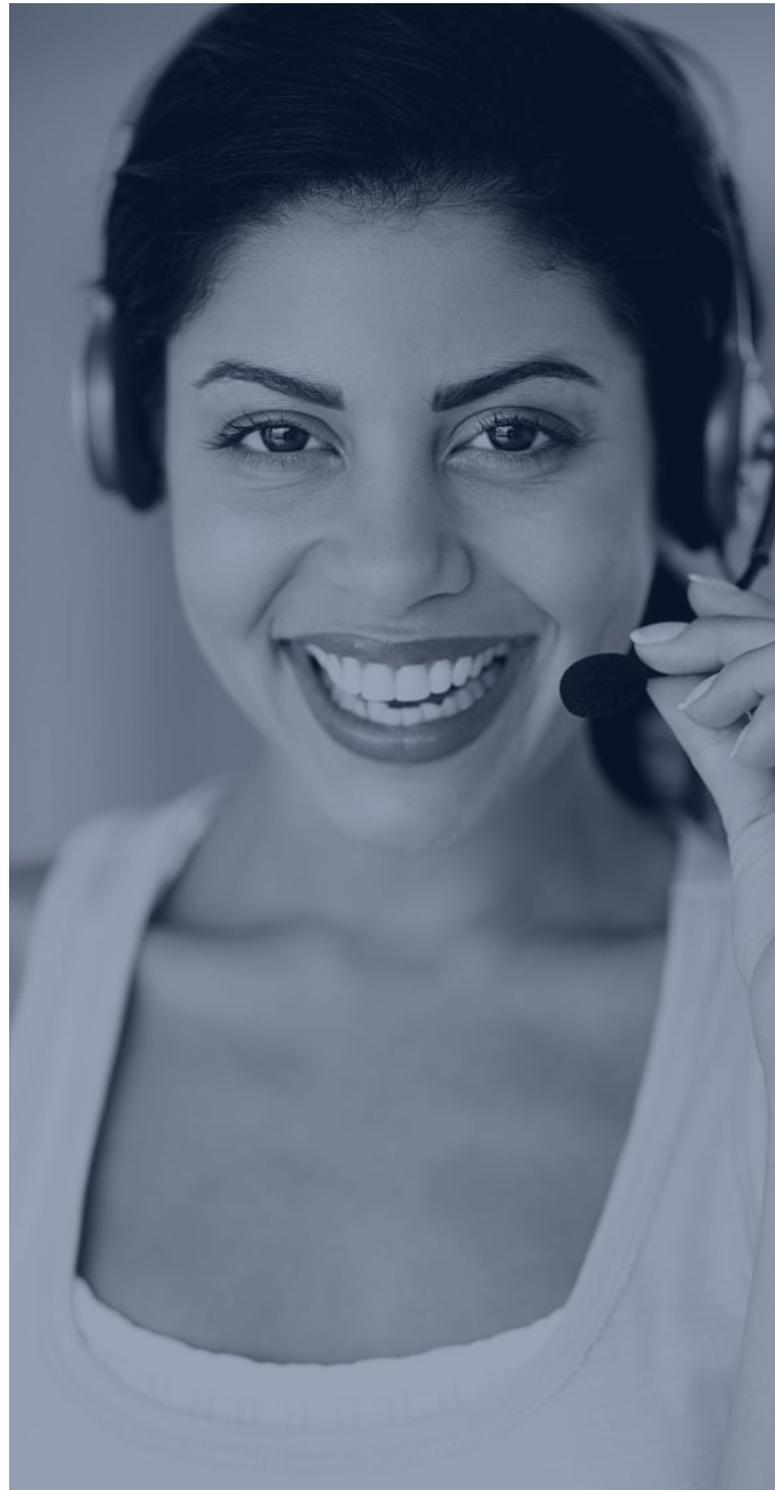
- Multiple support channel capabilities
- Self-service and IVR-based call routing
- Comprehensive service experience delivery

Contact Centre on Demand

With our CCoD solution, it doesn't matter whether customers call by phone, send an email, text a message or communicate through any other inbound digital channel. Agents can see the entire service journey and respond and address the issue accordingly. Our intelligent routing links customer data and personal information from all sources of interactions.

CCoD offers a range of features, including skills-based routing for inbound calls, outbound capabilities with a range of dialling modes (predictive, preview, progressive, and broadcast), quality monitoring tools, and real-time statistics. Other features include webRTC on the desktop, webchat, social media, SMS, email, interaction recording, quality management and application programming interface (API) for custom integration.

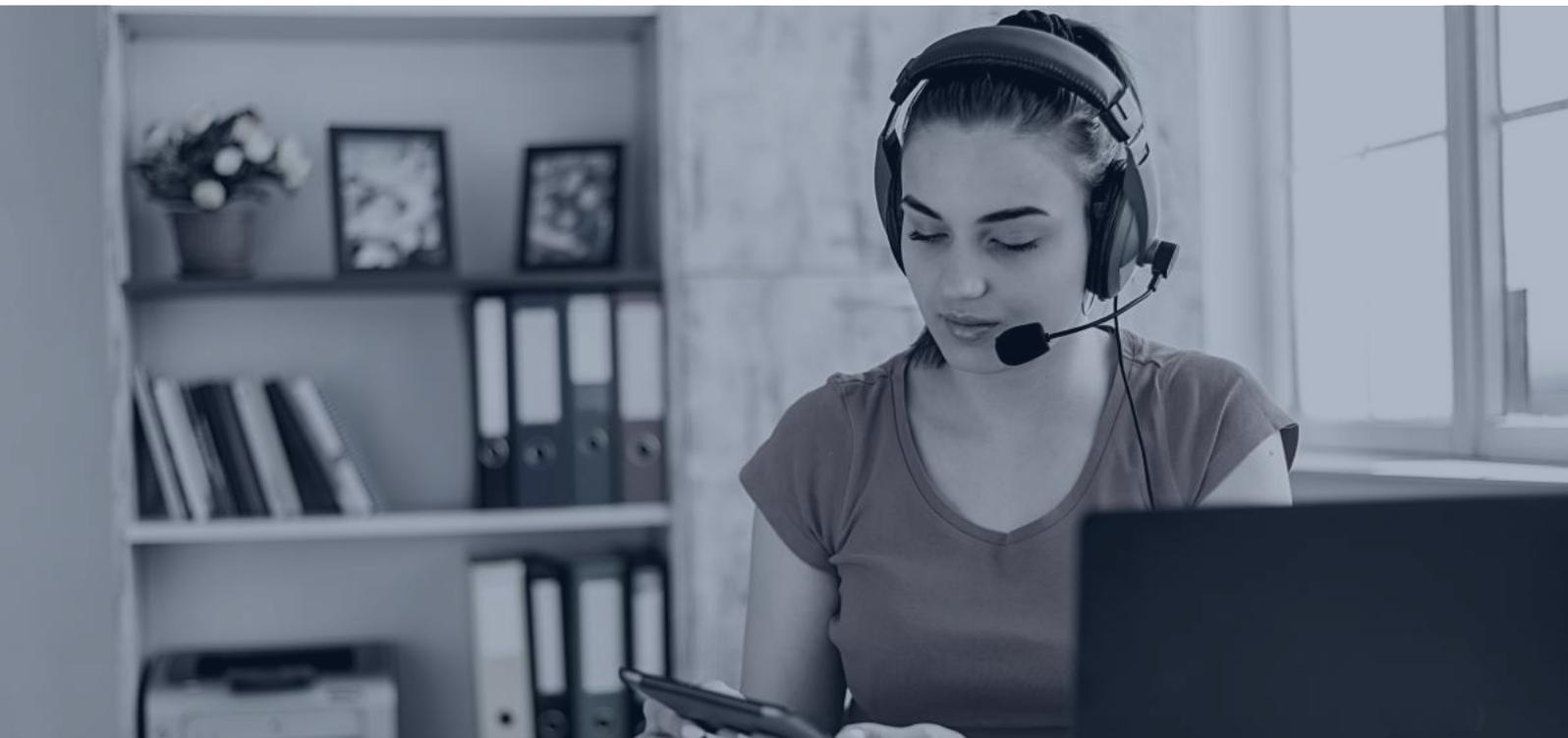
CCoD provides a flexible and scalable solution with IVR capabilities, allowing customers to be connected to the correct agent, at the very first contact – as well as offering enhanced customer self-service functionalities.



Contact Centre on Demand

Adopting CCoD allows you to rest, reassured that your contact centre operation will continue running in case of unfortunate events. Our CCoD high availability architecture will make sure all components are available and continue running with minimal to no interruption.

Also, does it really matter where your agents are located? Not with CCoD! Agents connected to our CCoD can be virtually anywhere, permitted they have access to an internet connection and a web browser. You can even have a mix of on-site and remote agents working together and handling the same customers – whether for inbound contacts or outbound campaigns.



When done right, digital communication elevates the customer service experience and customer engagement from the traditional call centre by ensuring truly exceptional experiences throughout the customer digital communication journey. illation is committed to assisting your organisation in delivering positive customer experiences. We're here help you provide loyalty-building customer interactions that create long-term growth.

Benefits



Cost-effective

CCoD solution billing is per usage-based, and irrespective of the number of agents configured within the system. Monthly billing will only reflect the maximum number of concurrent users for that period, introducing substantial savings, which are also flexible according to your demand. This shifts your contact centre from a major capital expenditure that requires significant up-front investment to an easy-to-manage operating expense. Gain access to a functional, full-feature contact centre platform for a predictable monthly fee.



Recording

The CCoD platform makes use of Vault to encrypt all voice screens or video recordings. All encrypted recordings can only be played back using the CCoD manager and an encryption key. The CCoD Manager decrypts recordings encrypted by making use of the AES algorithm.



Softphone

The softphone application is delivered by WebRTC and can be used via various web browsers. However, Google Chrome is preferred.



Boosts Performance

The softphone application is delivered by WebRTC and can be used via various web browsers. However, Google Chrome is preferred.



Enhanced Business Continuity

The softphone application is delivered by WebRTC and can be used via various web browsers. However, Google Chrome is preferred.

Benefits



Scalable

It's costly and complex to scale an on-premise contact centre as your business grows and expands. However, with a cloud solution, scalability is never a challenge. Cloud-based resources are ready and available whenever you need them, which offers the scalability required to meet the exact needs of your operation.



Quick Deployment

CCoD is a plug-and-play solution, where resources can be provisioned with just a few clicks, also boasting the ability to scale on demand. CCoD can be deployed in mere hours or, in more complex environments, a few days.



Remote Work Enablement

Agents, supervisors and administrators can access CCoD from anywhere, independent of their physical location, on any web-enabled device or WebRTC-enabled browser. These capabilities also make it possible for agents to work remotely, with the ability to quickly and easily access all the CCoD tools needed.



Security and Compliance

The CCoD solution is hosted within AWS, covering different Availability Zones and VPCs. This allows illation to construct highly available solutions that are flexible enough to adapt to customer requirements. AWS utilizes an end-to-end approach to secure and harden infrastructure, including physical, operational, and software measures.



CCoD Agent Web Application

AWA is a completely web-based agent application that enables agents to interact with the CCoD platform. The AWA supports Web RTC, through the latest chrome browser with a valid SSL certificate and TLS 1.2 as a security protocol.

Contact



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