

Contact Centre as-a-Service

Offer your customers a fully managed, AI-powered contact centre solution.

EXPO.e's Contact Centre as-a-Service (CCaaS) solution aims to enable a world-class customer journey by simplifying features and tools through the use automation to boost agents' productivity. As a complete Cloud-based, omnichannel solution, it offers comprehensive capabilities that enhance and improve the customer experience across every channel, while delivering powerful, data-driven insights to drive ongoing improvements.

EXPO.e offers full 24 / 7 management and support and a 99.99% SLA, allowing you to offer your customers a single point of contact and the ability to consolidate multiple solutions / vendors under one roof, reducing the cost and complexity of deploying and managing a world-class contact centre operation.

CHALLENGES

- Traditional on premises contact centre solutions are becoming more expensive to maintain, scale and adapt.
- Complex user interfaces and volumes of knowledge / data systems makes it challenging for customer service staff to navigate daily tasks, resulting in longer time to respond to queries and support end-customers.
- The growing complexity of customer channel engagement and the emergence of AI means that the systems must be designed with next-gen communication flows in mind.
- Businesses with flexible working policies require solutions that deliver scalability and agility to cope with today's fast-paced market demands.
- Little or no platform resilience could result in loss of revenue and customers if services become unavailable.

OPTIONAL ADD-ONS

- **Third-party integration** - CRM and ITSM, advanced AI analytics, and 'customer insights', 'summarisation'.
- **Call recording** - Compliance recording and AI-driven quality assurance options.
- **Payment portals** - PCI and DTMF compliant solutions.

FEATURES & BENEFITS

<p>Full contact centre functionality enables omnichannel communication between agents and customers.</p>	<p>Agents can swiftly and effectively resolve customer queries through a unified view of information across all channels on a single interface.</p>
<p>Outsource the set-up and management of complex contact centre solutions to a trusted provider.</p>	<p>No need to hire in-house experts for internal IT teams to manage the solution, or can refocus internal resource on core activities.</p>
<p>Optimal scalability and agility, with per-user costing and competitive plans and bundles.</p>	<p>A scalable and flexible solution for customers of any size and requirement, providing enhanced agility to cope with seasonal demand while offering significant cost reductions compared with traditional on-prem systems.</p>
<p>Transform agent performance and customer satisfaction.</p>	<p>Drive customer satisfaction with AI-powered agent assistance, back-office integration with CRM and ITSM services, workforce optimisation and management and real-time reporting capabilities to drive tangible ROI and a seamless customer journey.</p>
<p>Complete integration with our Teams Direct Routing solution (TCaaS).</p>	<p>CCaaS seamlessly integrates with Microsoft Teams to increase cross-team collaboration and seamless, streamlined service to enhance agents' overall effectiveness and wellbeing.</p>
<p>A privately-owned UCC platform for quality, reliable voice interactions.</p>	<p>Multiple UK and European private, Tier 1 carrier connections into EXPO.e's core infrastructure provide resilience against PSTN carrier failure and ensuring call quality. The core communications infrastructure is distributed geographically across multiple data centre locations, providing in-built DR / BC measures for always-on communications.</p>

WHY EXPO.e?

EXPO.e is a recognised leader in Unified Communications and Collaboration (UCC), having been honoured as the **Best Cloud Communications provider** in 2020 by UC Today awards. We are experienced in delivering UCC and CCaaS solutions across a variety of use cases, currently hosting 11,800+ users on our platforms, whose estates are set-up, managed, and maintained by highly qualified and fully accredited UCC Service Delivery and Engineering teams.

Solutions are tailored to your customers' needs through a solution and outcome-based approach, starting with an in-depth initial consultation and full support and guidance along the journey from our experienced UCC team to ensure a low-risk implementation and migration.

Our **live NPS** (around 7x higher than industry average) and **nine ISO accreditations** demonstrate our commitment to customer satisfaction and the highest levels of compliance.

