

Efficiency and savings for your contact centre; satisfaction for your customers

Your contact centre is the main point of one-to-one customer engagement. With new technologies raising everyone's expectations, the service, efficiency and experience you strive to deliver will simply be what customers expect as standard. Inbound Contact global helps you balance the ease, speed and quality of your contact centre response with the need to work more (cost) efficiently. It will help you be a global player, delivering a local service.

The business benefits of smarter customer contact

World-class support services. Wherever in the world your customers are, they can easily contact you via simple-to-remember phone numbers. You can ensure no call goes unanswered or provide a self-serve option.

Get the most from every call. Advanced call identification and routing features ensure calls reach the right place and get answered instantly, regardless of where they originate. Integrated data mining and analysis tools give you central control and strategic insight.

Integrated self-service option that frees up agents and brings down costs. A single point of contact for both inbound and self-service means you can introduce self-service technology that reduces the volume of traffic into your contact centre, frees up advisors to focus on high value business, and reduces costs by up to 90 per cent (compared to the cost of a live advisor).

Improve efficiency while reducing costs. With physical nodes in over 45 countries, originations from more than 180 countries, and terminations to anywhere in the world, you can manage your contact centres as a single entity. Advanced call routing features, network visibility and control mean you won't need as many agents across multiple sites. And you can give your agents caller information in advance, so they can deal with enquiries more effectively.

Convenience of a single supplier. We manage all aspects of your global voice network, providing a simple, single-vendor solution. Run on a flexible and highly resilient network, you get high availability and performance, with an impressive 99.998% uptime.

Ensure the cost of calls suits both you and your customer. Choose from a range of access numbers, tariffs and routing plans, and ensure all your customers experience seamless service regardless of their geographical location.

Extensive coverage, flexible access, intelligent routing

Inbound Contact global harnesses the reach, intelligence and reliability of our global voice network, enabling you to:

- route calls across more than 180 countries
- route callers from all over the world to the most suitable agent or automated solution
- manage your global inbound operations as one virtual enterprise rather than separate entities
- spread peak call handling over different time zones, and deploy agents in a quiet zone to help manage busy periods in another time zone
- connect callers and agents more efficiently across multiple centres to minimise investment in call routing technology
- establish a local presence in many countries, while benefiting from the efficiencies of a truly global platform
- redirect or forward Inbound Contact global calls to another location before or after they have been answered by the contact centre with SIP Redirect
- convert information or data into a code to prevent unauthorized access and protect sensitive information transmitted online using Encryption.



An end-to-end managed solution that helps busy contact centres work more efficiently

Inbound Contact global is a global virtual private network service for customers with call / contact centres or other inbound call applications. It's ideal for companies that want to handle incoming calls in multiple countries.

Inbound Contact global is flexible, providing extensive coverage and a range of tariff options as well as intelligent routing which allows you to set call options in 180+ countries worldwide. It lets you manage your global inbound calls in one virtual system rather than in separate parts.

That means you can be global but act local – with a presence in many countries while benefitting from a truly global platform. You can also better connect callers and agents across multiple centres and cut down spending on call routing technology.

Inbound Contact global: key features

Multiple access and service number options. Various access methods with flexible calling options mean you're free to decide how much callers pay to connect to your call centres. There's a range of number options and tariffs, including:

- domestic and international freephone
- PSTN / caller pays
- shared cost
- Short Message Service (SMS)
- Web Real-Time Communication (WebRTC).

Intelligent screening and routing. You can block / allow calls from specific numbers / regions; deploy caller-entered authorisation codes; and customise how calls are routed across your contact centre (whether that's one site or many) via:

- load balancing
- time of day, holiday and disaster recovery plans
- call routing to suit your business needs
- CLI-based routing
- network queuing
- call distribution.

Termination Types. Offers a variety of termination types giving customers the flexibility to terminate to a PSTN telephone number provided by the customer or dedicated termination using Internal or SIP DALs.

Traffic management and reporting. Our web-based management tool gives you immediate control over your contact centre applications, while comprehensive, web-based reporting provides valuable information to monitor traffic and agent performance. Call threshold monitoring offers customer-configurable tools to flag calls that exceed customer-specified thresholds on their access numbers.

Controller API. Build and integrate your own apps using our controller API to rebalance traffic, activate alternative and business continuity plans, and maintain your voice inventory. It can be combined with other APIs and data inputs so you can respond in real time to changing call centre conditions.

Leading-edge technology

By bringing together your contact centres from across the globe, Inbound Contact global can help you implement a single strategy for customer contact. Its advanced routing features make sure customers are connected to the most qualified available agent.

Flexible contact centre management for all contact centres means they can be managed as a single entity. And you benefit from increased resilience and reliability, with a service that runs on a flexible, resilient and comprehensive managed network.

Pricing options

Inbound Contact global offers extensive coverage with a range of access numbers (including local, national and freephone numbers) and various tariff options and routing plans, ensuring a seamless customer experience at the right price.

Why choose BT?

For **more than 25 years**, leading consumer brands, blue chip companies and public authorities around the world have trusted us to **deliver great services** to their customers.

Our global platform manages over **6 billion minutes-per-year**, serving call centres in more than 70 countries, and providing **access to over 180 countries** around the world.

We've established **more than 5,000 contact centres** for over 2,000 customers globally.

Our network can handle **over 3,000 calls a second** and is available 99.998% of the time.

What could Inbound Contact global do for you? Visit btireland.com

Offices worldwide

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Registered in Ireland No. 141524

April 2021

