

Improve Citizen / Customer Contact with 'Virtual Operator' Transformation

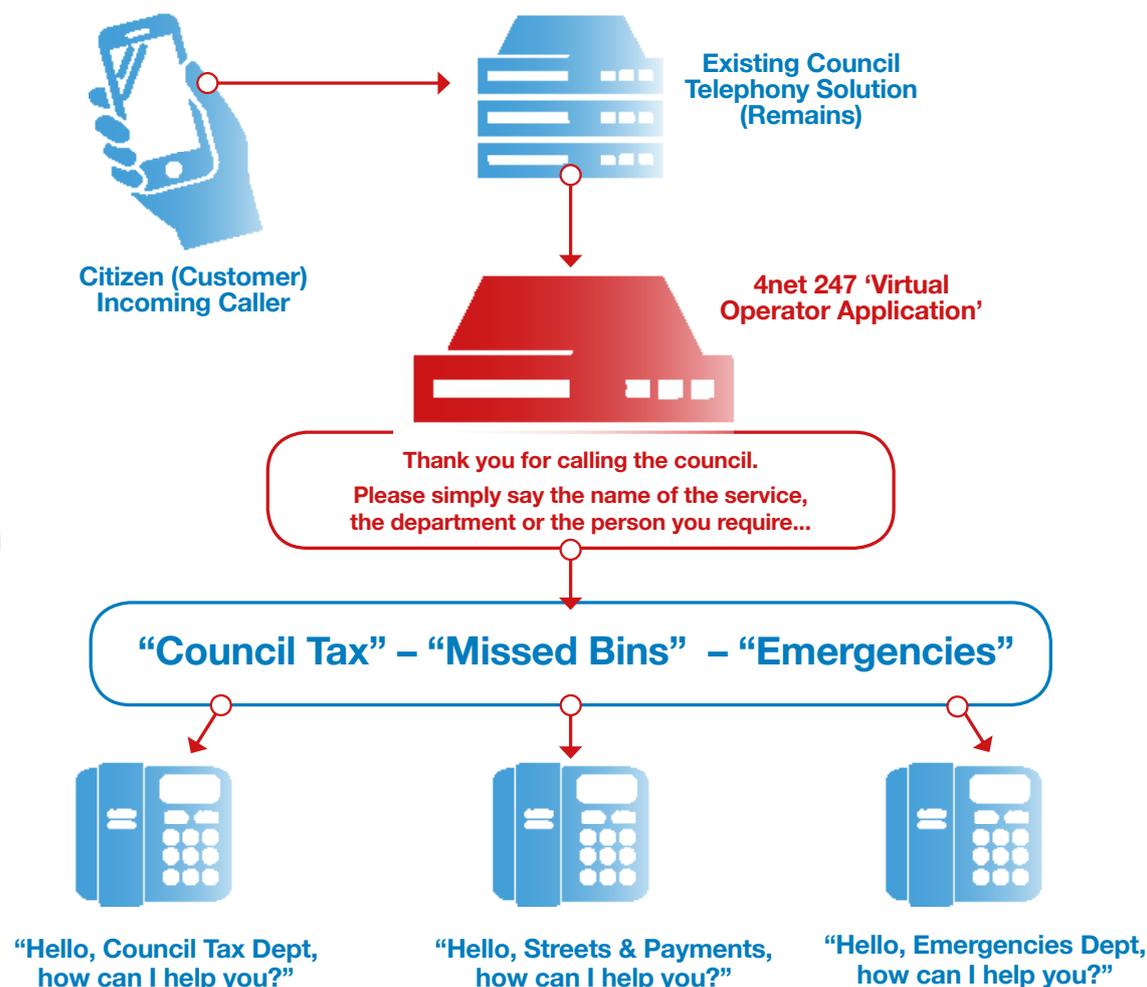


The 'Virtual Operator' application, easy to deploy and incredibly cost-effective, delivers a sophisticated, intelligent speech and automated attendant experience. In simple terms, 'Virtual Operator' is the automated voice that answers incoming calls into the switchboard and quickly directs them, using voice recognition technology, to the correct extension or department.

The 'Virtual Operator' works 24 hours a day, 7 days a week. It's a highly resilient platform that doesn't take holidays, doesn't get ill and exists to remove human operator repetition - leaving such skilled human operators to focus on alternative more complicated tasks where appropriate.

Caller Frustration: If an inbound caller to the council already knows who or which department they want to speak with, then such requests are easy and cost-

effective to be managed via a simple automated process. In addition, if a human operator is busy on a call, resulting in a long queue for further callers, then the Virtual Operator can assist in reducing such queues. Without automation, managing this process is costly, ineffective and time-consuming. Intelligent call handling ensures that service levels remain high and that the caller experience is not compromised.



Headline Benefits:

- Instant cost savings to the Council (ROI usually less than 12 months!)
- Improves local authority employee efficiency and productivity (24/7)
- Easy to implement, manage & maintain (Telephony System Vendor agnostic)
- Easy to procure, usually adopted via local authorities 'Invest to Save' type incentives

Virtual Operator can also provide additional benefits, as it not only routes calls to council extensions but can also intelligently route to individuals based on specific criteria; their mobile phone location, live calendar status, IM, presence status and their working hours.

This technology, its features and benefits are ideally suited to Local Authority environments where both cost savings & digital transformation are key factors to be considered on a daily basis.

4net Technologies is a Cloud and Managed Services company working closely with our clients to enable digital transformation across their organisations and helping improve their customers and citizens experience through the relevant and innovative use of technology and intelligent services.



Luton



Award winning and highly credited:



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