



Hello Telecom's Hosted Contact Centre provides an alternative to the significant investment required to install an ACD phone system. Our hosted ACD service provides organisations with high-end features on a pay-as-you-go monthly rental basis.

Professional customer experiences

A multi-agent hosted contact centre allows customers to interact quickly and efficiently with an organisation. The result is a consistent and professional customer experience, increased agent productivity and reduced costs.

Greater flexibility

Our cloud-based service allows organisations to be operational in less time with lower outlay and greater flexibility, compared to traditional phone systems. All agents are connected to the same hosted platform, regardless of their location, allowing for remote and home working.

Scalable solution

Hosted on the Hello Telecom network and incorporating our resilient distributed data centre, we provide a highly secure and cost-effective solution that is tailored to your individual customers' requirements and can be scaled up or down with demand.

Value added features

- Effective resource management
- Real time and historic analytics and reporting
- Visibility and feedback – real time and historic
- Disaster recovery – based on Contrex Mobile
- Secure (FCA compliant) call recording

Innovative call routing

- Time-of-day routing
- Auto-attendants
- Call queues
- Hunt groups
- Flexible divert options



Why Partner with Hello Telecom?



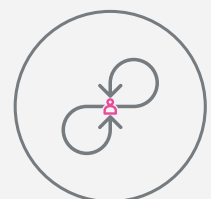
Over 17 Years Experience



Award Winning Technology



Customer Focused Support



Flexible Partner Programmes



Hosted Contact Centre

Product Sheet

Features	Voice Extension	Group	Queue	IVR	Conference Rooms
Multiple DDI Numbers					
Diverts: Always, Busy, No Answer					
Disaster Recovery Divert					
Time of Day Routing					
Service Modes					
Flexible Voicemail Options					
Call Logs & Reporting					
Call Recording (FCA & PCI Compliant)					
Incoming Call Rejection					
Distinctive Ringing					
Call Waiting					
Caller Display					
Phone Book / Directory					
Handset Short Codes					
Web Portal Administration					
Restrict CLI					
Non-Network CLI Presentation					
Paging					
Call Pickup Groups					
Speed Dial Capability					
Hot Desking					
Silent Listening					
Multi-vendor Handset Support					
Device Auto-provisioning					
Handset Twinning					
Group Name Presentation					
Ring Group Options					
Queue Depth Setting					
Queue Type Ring Options					
Ringling or Music When Waiting					
Periodic Announcements					
Position in Queue / Wait Time					
Multiple AA Levels					
Audio Announcement Recording & Management					
Wall Boards					
Bespoke Reporting					