A Cloud enhanced communication solution to enable business continuity

Contact Centre On-Demand [or CCOD] is a pay-per-use contact centre solution that enables your organisation to establish a superior full-service contact centre for a fraction of the investment cost required to activate a traditional telephony switch-based contact centre with no upfront or defined term.

HOW IT WORKS

CCOD leverages the strength of IP-based infrastructure and allows your organisation to outsource the provisioning and management of contact centre infrastructure and systems. Your organisation can retain processes and staff at its premises but access the contact centre offering as a managed service from a cloud platform. Usage is calculated per agent, per day, per functionality.

WHY CHOOSE BCX?

A pay-per-use model	Cost-effective solution	Flexibility	Scalability	Enhanced business continuity	Quick deployment

FEATURES	BENEFITS
Inbound/Outbound Voice	Flexibility and scalability for business agility
Agent Web Application	Enhanced omnichannel/ digital capability
Performance Analytics and Reporting	Fully managed solution. Reduced cost and complexity of ownership
Integration	Zendesk, Salesforce, Freshdesk, Sugar CRM, Twilio, Oracle or any browser-based CRM solution
Call Centre Scripting	Enables supervisors to programme agent scripts for sales calls and customer service calls
Omnichannel	Email, SMS, Chat and Social media

SERVICE COMPONENTS

- CCOD instance
- Connectivity (pricing will be provided on a case-to-case basis)
- Storage (BCX storage rate per Gig)

SERVICE COVER PERIOD (SCP)

Performance SLA (Availability) commitments are as follows:

Description	Average Monthly Availability
Data Centre components	99.5%

BCX offers service credits, for non-compliance to the availability SLA above.

Incident based service commitments are as follows:

Service Level Element	Service Level Target*
Severity 1 Incidents	Average Time to Repair of 4 Hours
Severity 2 Incidents	Average Time to Repair of 8 Hours
Severity 3 Incidents	Average Time to Repair of 24 Hours
Severity 4 Incidents	Average Time to Repair of 48 Hours

*The above target times will exclude travel times where applicable.

*The Time to Repair measure will exclude all Incidents related to Severity 1 Incidents, as such, Incidents shall be measured as part of the Availability measure.

PRICING AND AVAILABILITY

This service is available nationwide. Contact your **account manager** or email **voiceta@bcx.co.za** for more information and pricing details.