BCX

Enhance customer service with a powerful, integrated contact centre solution

Hosted Contact Centre is a cloud-based contact centre solution. It provides both traditional and new contact centre applications from the BCX Cloud as a subscription service. The core of the solution is aimed at enhancing customer service capabilities through providing an omni-channel and a full, digitally rich solution.

WHAT HOSTED CONTACT CENTRE DOES

The solution provides an end-to-end contact centre solution consisting of multiple contact centre applications, delivered over the BCX IP network.

HOW IT WORKS

BCX provides a total solution consisting of access, contact centre applications, maintenance, support and devices delivered "As-A-Service" and on OPEX based model. The BCX Customer Interaction Management (CIM) platform is a powerful, integrated multimedia contact centre that automatically captures, routes, manages, integrates and reports on inbound and outbound customer interaction of all types.

WHY CHOOSE BCX

- Enhanced omni-channel or digital capability.
- Flexible and scalable, with business agility.
- Subscription-based commercials.
- Fully managed solution and reduced cost and complexity of ownership.
- No 'over-the-time' investment cost for infrastructure rehabilitation.
- Hosted in the BCX Data Centre, with highly available architecture.

FEATURES AND BENEFITS

FEATURES	BENEFITS
Inbound/Outbound Voice	Flexible and scalable, with business agility
Email & Webchat Interactions	Enhanced omni-channel / digital capability
SMS and Web form and call-back Interactions	Fully managed solution and reduced cost and complexity of ownership
Real Time Dashboards	Subscription based commercials
Social Media	No over the time invest cost for infrastructure rehabilitation
Workspace SIP Endpoint for SIP Voice/ Video-over-IP calls	Hosted in the BCX data centre, with highly a highly available architecture

PRODUCT OPTIONS

- Genesys PureEngage.
- Professional services.

PRICING MODEL

Pricing for Hosted Contact Centre is based on a client-specific solution.

SERVICE LEVEL OPTIONS

Performance service level agreements (SLAs) are as follows:

Description	Average Monthly Availability
Data Centre components – HCC platform as listed in Table 1	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	Measured in terms of the Average Availability Service Level detailed in paragraph 5 above
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.

This solution is available nationwide. For more information and specific pricing details, contact your account manager or email **voiceta@bcx.co.za**.