

A woman in a meeting is holding a tablet displaying a line chart. The background is blurred, showing other people in a meeting room. A large, stylized arrow graphic made of many thin white lines points from the left towards the right, overlapping the text and the woman's image.

BCX

**Flexible and efficient
communication that
improves service delivery.**

www.bcx.co.za

SAP® Qualified
Partner-Packaged Solution

WHAT IS BCX VISCA?

- Voice Integrated Social Cloud Application (VISCA) is a cloud solution that integrates voice, social media and customer service processes into a single packaged product.
- This integrated solution saves clients the effort of implementing separate voice and CRM solutions to enable their contact centre.

WHAT IT DOES?

- VISCA allows clients quick access to the status of any social media, email, voice, and customer service-related activity and query therefore, streamlining and promoting efficiencies within the query management process.

HOW IT WORKS

- Clients can classify queries, allowing them to manage, assign and action these queries as a means of fast-tracking the escalation on delays, through SLA monitoring.
- In addition, real-time reporting allows them to track queries at that moment and improve service efficacy.

WHY CHOOSE BCX?

With the arrival of the 4th Industrial Revolution, staying on top of digital trends and efficient communication is core to the success of any business. As leaders of the digital revolution, BCX offers clients a one-of-a-kind solution that allows for flexible and efficient communication with their customers, on any device.

FEATURES AND BENEFITS

FEATURES	BENEFITS
<ul style="list-style-type: none">• Full Telephony Solution• Hosting and Support Services• Customer Service Solution• Email integration• Social Integration• Call and Ticket Routing• SLA management• Reporting	<ul style="list-style-type: none">• Pre-identify incoming voice calls• Access to integrated social media channels for auto-ticket creation• Automatic incoming mail ticket generation• Monitor service efficacy with real-time reporting and SLA monitoring• Create self-service opportunities with integrated chatbots• Leverage a flexible architecture to allow integration to other systems

PRICING AND AVAILABILITY

BCX's VISCA solution is available nationwide. For more information email: ITS@bcx.co.za.


License Fee – R1 894,00 per user per month

Implementation Fee from R450 000 once off

Implementation timeframe is 8 – 12 weeks

The logo for BCX, with 'BC' in white and 'X' in red, set against a dark grey background.

BCX

A blurred background image of a business meeting. In the foreground, a person is holding a tablet displaying a line chart with multiple data series. Other people are visible in the background, some looking at the tablet.

Standard Terms and Conditions apply
and can be viewed at www.bcx.co.za.

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The SAP logo in white, followed by the text 'Qualified' and 'Partner-Packaged Solution' in a smaller font, all on a dark grey background.

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