Intelecom plans to add voice functionality to IBM SmartCloud for Social Business

Submitted by: PR Artistry Limited

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Intelecom (http://www.intele.com), a provider of location independent network based contact centre solutions, today announced the planned integration of Connect, its hosted telephony contact management portal, with IBM SmartCloud for Social Business. The integration will provide users of the IBM Cloud Collaboration Service access to carrier grade voice telephony and the ability to make outgoing calls direct from contact profile, contact record and contact list views.

SmartCloud for Social Business is a suite of business networking and collaboration cloud-based services including social networking for businesses, online meetings, file sharing, instant messaging, data visualization and email. Connect is a combined multi-channel cloud-based contact centre and switchboard application which provides advanced call functionality and real-time visibility regardless of user location.

The first phrase of integration will also provide SmartCloud for Social Business users access to the Connect Lite application providing additional functionality such as the distribution of incoming calls and visibility of key management information.

Intelecom has a strong heritage in designing hosted call centre services. The modular nature of Connect means it is possible to integrate its advanced call handling features into a host application. This flexibility and the ability to deliver scalable and resilient carrier grade voice to any telephone in any location in the world are important to businesses which consider managing their inbound and outbound communication as business critical.

Adrian Sparks, managing director at Intelecom UK said, "Adding Intelecom voice capabilities to SmartCloud for Social Business will significantly enhance the power of this leading collaboration tool. As demand for business collaboration applications becomes greater the importance of voice integration and the need for resilient carrier grade networks will also increase. This is a tremendous opportunity to help organizations save money and drive innovation."

Development is on-going and the first release of the combined product is due for release in Q2 2012.

Intelecom is exhibiting at pedestal #523 in the Solutions Showcase at Lotusphere 2012 in Orlando, Florida, USA where this announcement was made.

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About IBM

For more information go to: [http://www.ibm.com]

About Intelecom

Intelecom is a leading provider of location independent network based customer contact services. With over 30 years' experience, Intelecom was one of the first developers of cloud based contact centres. Highly flexible and scalable Intelecom's technology can be adapted to accommodate one to several thousand concurrent agents or callers to any telephone, any location and integrates to multiple applications seamlessly.

Intelecom's hosted contact management portal CONNECT is tailored specifically to meet customer requirements and can be integrated to work within any software or hardware environment. CONNECT delivers the option to manage phone, email, social media, chat, sms, web and fax enquiries through one queue and one interface with real-time visibility of agent activity regardless of location. Intelecom's web based statistics tool SONAR provides users with instant access to predefined reports and bespoke report generation to support efficient business planning.

Today Intelecom is used by over 550 organisations and provides carrier grade contact centre services to more than 15,000 users worldwide.

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