

Intelecom and Cloud9 Business Analytics partner to provide cloud contact centre services

Submitted by: PR Artistry Limited

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Intelecom (<http://www.intele.com>), a provider of cloud-based contact centre solutions, is working with Cloud9 Business Analytics Ltd, the call recording and quality monitoring software-as-a-service (SaaS) company, to provide customers with a fully integrated and secure call recording service.

The integration of Intelecom and Cloud9 products and services means that an organisation's contact centre applications, call recording and quality monitoring activities can be entirely managed in the cloud and made available via the internet, leading to greater resilience and easier retrieval and playback of call recordings.

Adrian Sparks, UK Managing Director of Intelecom said, "This partnership with Cloud9 Business Analytics provides Intelecom customers with the confidence that their voice recording service is actually working and the ability to quickly and easily playback calls. At the core of the managed service is proactive support for the system which saves time looking for calls which may not even have been recorded because a traditional system wasn't working at that time. Combined Intelecom and Cloud9 Business Analytics product suites give customers the opportunity to work in a way that suits them. They do not have to change the way they work to accommodate technology as one time integration in the cloud smoothes the way. Our aim is always to provide a cohesive solution leading to outstanding customer service."

Connect, the hosted call management service from Intelecom enables one-time integration with a wide range of applications including call recording and quality monitoring from Cloud9. This integration in the cloud allows contact centres to pull together the applications required to link to information from different sources providing greater resilience and less dependence on IT departments.

Julian Edwards, Managing Director of Cloud9 Business Analytics said, "Most traditional voice recording systems require involvement from an IT department to identify and download the calls requested. Cloud9 provides voice and screen capture combined with quality monitoring as a managed service. Via a simple desktop application users can select calls using criteria such as agent name, telephone number, date and time and once identified hit the play button to listen to the call, all within minutes rather than days or weeks. This speed of response is all important when dealing with customer communication and the need to project the right responsive image."

Intelecom UK customers include, Veolia Water, Domino's Pizza and Capita Gas Safe. The new partnership started in the UK and is expected to extend worldwide as new customers sign up to a combined Intelecom and Cloud9 Business Analytics service option.

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About Cloud9 Business Analytics Limited

Cloud9 is a fast growing innovator of voice recording and quality monitoring solutions. It provides network-agnostic, hosted call recording solutions that capture and securely store calls in accordance

with regulatory requirements. Co-located in its data centres, Cloud9 is designed as a SaaS (software as a service) solution and represents a paradigm shift in voice recording.

As a managed service for call recording Cloud9 provides proactive technical support eliminating situations often found with traditional voice recording products where customers need to use them only to realise there was a problem and the recording was not working. Cloud9's disaster recovery and proactive support are standard which is akin to having a full time expert on site at all times.

Cloud9 solutions are suitable for any size of business that needs to securely capture, store and play back voice and screen data, including financial institutions, contact centres, government and public safety. They can be used to record both traditional and VoIP environments as well as radio communications, and are suitable for recording in compliance, quality monitoring and training applications.

For more information please visit www.c9analytics.com

About Intelcom

Intelcom is a leading provider of location independent networked based cloud customer contact services. With over 30 years' experience, Intelcom was one of the first developers of cloud based contact centres. Highly flexible and scalable Intelcom'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.

Intelcom'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, chat, sms, web and fax enquiries through one queue and one interface with real-time visibility of agent activity regardless of location. Intelcom's web based statistics tool Sonar provides users with instant access to predefined reports and bespoke report generation to support efficient business planning.

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

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