

Intelecom launches new release of Connect, its contact centre in the cloud

Submitted by: PR Artistry Limited

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Connect combines three major new enhancements – the inclusion of social media functionality, superior integration capabilities and a powerful administration tool

Intelecom Group AS (<http://www.intele.com>), a provider of hosted contact management technology, has launched a new release of Connect its flexible, multichannel cloud contact centre solution. Connect accelerates customer interaction and provides administrators with powerful self-provisioning facilities, as well as enabling tighter integration with corporate systems. Available immediately, the latest version of Connect offers several new features that deliver a host of tangible benefits such as improved flexibility, better multichannel capability and a powerful administrator portal.

Highlights of the new release include the launch of Connect Control a new 100% web-based administration portal that gives supervisors crucial information to manage their customer contact operations in real-time. In addition powerful self-provisioning facilities give users the opportunity to make changes without reference to Intelecom saving time and resources. From a single interface administrators can quickly add new users, modify access settings, build bespoke reports, change routing patterns and easily activate functionality.

The updated statistics tool within Connect Control provides granular reporting on all areas of contact centre activity. The latest version makes it even easier to export data into multiple file-formats as well as build bespoke reports.

Managing customer interaction via a single interface increases productivity and improves the customer experience. The new release of Connect enables even tighter integration of Connect into third party applications such as CRM, WFM and other business critical systems.

Intelecom has responded to recent customer feedback by linking Connect seamlessly into major social media sites including Facebook. This means all enquiries, regardless of how they are received, are routed into the contact centre and enables agents to converse with customers whether by phone, email, CHAT, SMS, Facebook or other forms of multimedia communication via a single application.

Christian Thorsrud, Product Manager at Intelecom Group AS, commented, “Over the past few years, there has been a significant shift towards cloud-based contact centres and a greater emphasis placed on customer experience. Today, the focus is on bringing all customer contact together into one easy to use interface, creating a unified environment that harnesses the power of multiple consumer devices and new trends in social media interaction. Connect gives our customers complete control, giving them the self-sufficiency they need to make changes that directly impact customer service and boost company profits.”

The 100% web-based nature of Connect means users can access the system from any location and from any device. The round-the-clock availability of accurate information provides a dynamic overview of all contact centre activities, aiding proactive and improved decision-making facilitating superior customer

experience.

For more information on Connect please visit www.intele.com

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About Intelcom

Intelcom is a leading provider of cloud contact management technology. With over 14 years' experience, Intelcom was one of the first developers of cloud based contact centre solutions. Highly flexible and scalable Intelcom's technology can be adapted to accommodate one to several thousand concurrent agents or callers to any device, any location and integrates to multiple applications seamlessly.

Intelcom's objective is to help our customers achieve greater operation efficiencies through their contact centre processes and to give them the tools to improve their customer experience. To this end we design cost effective services which deliver strategic objectives and increase customer satisfaction. Intelcom is an organisation focused on innovation, with 70% of our employees working in a technical capacity we continue to develop market leading functionality which meets customer requirements today, tomorrow and beyond.

Today Intelcom delivers contact centre services to over 2000 businesses, total revenue exceeds GBP 50 million with strong profitability.

For more information please visit www.intele.com or contact:

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