

## **Intelecom Contact Centre as a Service now available on G-Cloud 8**

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Cloud based contact centre solution supports public sector drive to improve customer contact and service levels while meeting cost and efficiency targets

Intelecom Group AS has announced that its contact centre solution has been accepted onto the Government's G-Cloud 8 digital marketplace. Intelecom's Contact Centre as a Service (CCaaS) solution enables organisations to manage multichannel customer interactions -across voice, email, chat, SMS and social media, including Twitter and Facebook. With nearly two decades of experience in the provision of cloud based contact centres, Intelecom was positioned as 'Challenger' in the Gartner 2015 Magic Quadrant for Contact Centre as a Service, Western Europe<sup>2</sup>.

The latest version of Intelecom, released in June this year, includes structured instant messaging capability for Web Chat and Web RTC, enabling agents to handle calls directly from their computer. The new features support the latest real-time interactions that will help public sector organisations to meet next generation customer service.

Thomas Rodseth, VP of Product & Marketing at Intelecom UK commented, "It is a great achievement to have been accepted onto the Government's latest G-Cloud service as a trusted supplier. As public sector organisations look to provide high levels of customer service, a cloud based contact centre offers a flexible, scalable solution to adjust easily to demand. Our investment in product development ensures that Intelecom incorporates the latest consumer technology to enable the public sector to deliver outstanding customer service. By incorporating Web Chat, computer to computer communication and social media, public sector organisations can offer multiple and easy ways to interact with customers and service users, along with standard phone and email."

Intelecom is a complete contact centre solution in the cloud, independent of any operator or technology. It offers closer customer contact and improved service levels, as well as enabling agents to be more productive with access to more information and no need to switch between applications. Intelecom's modular, pay-as-you-go structure provides a cost effective way to meet demand with no capital investment, maintenance or upgrade fees.

For more information, Intelecom customers should contact their account manager or visit [www.intele.com](http://www.intele.com)

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### About Intelecom

Intelecom is a leading provider of cloud-based contact centre solutions. With approaching two decades of experience, Intelecom was one of the first to develop a cloud-based contact centre. Highly flexible and scalable, Intelecom can be adapted to accommodate one to several thousand concurrent agents using any device, in any location and integrates with multiple applications seamlessly.

Intelecom is one of the few contact centre solutions that is completely multi-channel. Intelecom agents can respond to Phone, Email, Chat, Social Media and SMS enquiries all within the one application.

For more information please visit Intelcom (<http://www.intele.com>)

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<sup>1</sup>G-Cloud figures last updated 12 July 2016,

<https://digitalmarketplace.blog.gov.uk/sales-accreditation-information/>

<sup>2</sup>Gartner, Magic Quadrant for Contact Center as a Service, Western Europe, Steve Blood, Drew Kraus, Daniel O'Connell, 15 October 2015