

# CONTACT CENTRE

## OUTSTANDING CUSTOMER EXPERIENCES, EVERY TIME

Lexel's Unified Communications team can help your organisation deliver an outstanding customer experience every time.

The Unified Communications team at Lexel has a breadth of experience across contact centre solutions.

Implementing an effective contact centre solution doesn't need to be a complex and expensive project. Delivering a modular, customisable solution; Lexel can help you add functionality as requirements and budget dictates.

### Our services include:

**Managed service.** "Contact centre as a service", uniquely designed to meet the needs of your business, budget and SLA requirements.

**Integration.** Take advantage of existing technology investments, by integrating your contact centre into Microsoft Skype for Business, or migrating from legacy systems such as Avaya, Cisco or NEC.

**Project management.** From scoping to deployment and BAU, Lexel can ensure your contact centre solution runs smoothly and within budget.

**Business intelligence.** Establish how your customers contact you, when your customers contact you, and why your customers contact you. Lexel can deliver business intelligence solutions, providing insights for your business to increase sales and optimise the customer experience.

**Helpdesk.** 24 x 7 helpdesk support delivered by Lexel's New Zealand based technicians, 365 days a year. Support contracts with corresponding SLAs can be customised to meet your business needs and budget.

**Nationwide field services.** Services and support for Enghouse Interactive and Microsoft Skype for Business.

**Global reach.** Regardless of your location, Lexel can deliver contact centre solutions based on your business requirements.

Microsoft  
Partner



- Gold Cloud Platform
- Gold Cloud Productivity
- Gold Communications
- Gold Windows and Devices
- Silver Collaboration and Content
- Silver Enterprise Mobility Management
- Silver Small and Midmarket Cloud Solutions
- Silver Application Development
- Silver Datacentre



### BUSINESS BENEFITS

*A modern contact centre can deliver a range of benefits for your organisation:*

**First contact resolution.** Ensure customers get the response they need, the first time - through intelligent skills based routing.

**Omni channel.** Offer customers their choice of communication method (phone, email, web chat, SMS social media or video), delivering consistent service across all channels.

**Personalised experience.** Improve customer loyalty by delivering a personalised experience, resolving issues more effectively.

**Improved service levels.** Improve service levels through real-time interaction, monitoring and coaching of agents.

**Reduce abandonment rates.** Reduce queues and call times by offering a callback (or queue placeholder).

**Reduce agent attrition.** Provide agents with the tools they need to achieve targets, minimise stress and expand their capabilities.

**Optimise staff resources.** Deliver comprehensive reporting and ability to automate repetitive processes.

