Liftoff your contact centre to the cloud

Migrating your contact centre to the cloud can feel like a daunting exercise. Partnering with BT and Five 9 reduces the risk and makes it easy to move to the cloud

BT and Five9 working better together: what that means for you

You have most likely made the decision to move to the cloud and if so, you need to make sure you are moving at a pace that makes sense for your business. Many organisations hesitate to migrate their contact centre to the cloud out of fear of suddenly transitioning such as a crucial part of their operation to a new technology. BT and Five9 are working together to lessen those anxieties by offering defined migration strategies tailored to whatever legacy solution you may have.

BT and Five9 provide useful integrations that aid users in transitioning and streamlining the migration processes. It does this by utilising existing infrastructure. This provides tangible value whether you are moving an entire contact centre operation or a select set of capabilities such as outbound, self-service or moving agents.

Operational Review - fail to plan and plan to fail

Any migration should begin with an assessment of your current operating environment as well as a thorough understanding of the current and future requirements of your business. During this operational review, our business analyst will:

- Review your current contact centre solution
- Identify technology gaps between your current infrastructure and your business strategy
- Provide a benefits statement of features enabled by BT and Five9 that deliver on your business strategy which should support you with your business case

Think about the bigger picture: Connecting your entire business

The contact centre shouldn't just be viewed as a standalone business system. It is an integral part of your business and the best contact centres integrate seamlessly with your back office experts and systems. When implemented correctly, data will systematically pass back and forth making each customer interaction simple and brilliant. Think CRM, case management, telephony, unified communications and security all working in together harmoniously.

Digital Engagement Capabilities - Leave your baggage behind

Moving your contact centre to the cloud gives you the opportunity to start afresh. Advancements in omni channel capabilities and AI can drastically reduce agent efforts and the cost to doing business. Start small if you want, Five9 cloud contact from BT has digital engagement capabilities that can be overlaid to expand your contact centre's channel capabilities. Whether it's a few agents taking chat or email requests or a more complete overlay, we are ready to digitally transform your contact centre.

Think Reporting

Effective management of a contact centre requires access to timely operational statistics. Contact centre supervisors and managers depend on their reporting system to allow them to maximise business and agent effectiveness. Five9 Cloud Contact from BT includes dozens of reports, both familiar and new. This means that users won't have to learn how to use a new mix of data or combine them with their existing reports. In addition, we have the experience required to rebuild any custom reports your organisation may have devised over the years, as well as those required to manage the needs of an evolving contact centre.

Making things simple for you

Quick Start IVR

For many organisations, a customer's first point of contact with a company is via self-service, and for the contact centre that is typically an IVR. For organisations moving a portion of their agents to Five9 Cloud Contact from BT, a simple pointer can be inserted into an exiting IVR script whereby appropriate menu trees send calls to Five9 agents. In the reverse, those organisations wanting to support on premise agents with a modern, highly-customisable IVR can elect to use the Five9 IVR to support those on premise agent pools. In this scenario, calls would be treated in the Five9 IVR before being routed to the appropriate on premise agents.

Quick Start AI

The use of artificial intelligence in business is nothing new. Companies have been using AI technology to cut costs and increase efficiency outputs for years. If you are thinking about moving your contact centre to the cloud why not road test the AI functionality first? Your contact centre is one of the main areas of your business where you can adopt and swiftly realise the benefits of AI without huge investment. Five9 Cloud Contact from BT's AI solutions allow businesses to test the power of AI prior to the monumental and costly task of moving to CCaaS. We can plug our IVA solution directly into your on premise contact centre for a fraction of the cost, proving the benefit of your investments and putting you on the right track for the future.

Quick Start Voice

For many organisations, customers often interact first through self-service options, typically through an IVR system. When transitioning agents to Five9 Cloud Contact from BT, a straightforward addition can be made to the existing IVR script. This allows calls to be directed to agents through appropriate menu options. Conversely, organisations seeking to support on premise agents with a modern, customisable IVR can opt to use the BT Five9 IVR. Calls are processed through the Five9 IVR before being routed to the appropriate on-premise agents.

Quick Migration of Agent Profiles

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Summary

Whether it's moving infrastructure to the cloud or enabling remote agents, migrating a contact centre represents a big change for any business. The longer a solution is in place, the more daunting the task seems. Both BT and Five9 have migrated hundreds of contact centres to the cloud. We have the experience required to minimise these understandable fears while offering an easy-to-use solution that positions your business to better support your customers. Five9 Cloud Contact from BT is designed with your specific needs in mind.

What could BT and Five9 do for you?
Visit our website to find out more today