

## Contact Centre as a Service

2Connect introduces Inovo, a global contact centre solutions provider, delivering bespoke CCaaS solutions to thousands of customers around the world.

OMNI Channel, Workforce & Quality Management, Process Orchestration and Experience Optimisation, all features offered as standard.

**'Build Your Own Contact Centre, tailored to your needs'**

### Inovo – A Global Leader

From outbound sales to customer service and debt collection, the contact centre plays a crucial role in operations and fulfilling broader strategic business outcomes and objectives. A Contact Centre offering that meets the exact customer requirements and has the ability to offer a fully bespoke feature-set, is very hard to find. This is precisely the reason why 2Connect are proud to announce our strategic partnership with **Inovo**, A global leader in delivering bespoke Contact Centre Solutions to some of the global household brands.

2Connect and Inovo can provide scalable, flexible and easy to integrate technology, and a dedicated team of industry specialists to help businesses drive continuous improvements and stay ahead of the competition.

We focus on four key contact centre optimisation areas to improve efficiency and productivity and ultimately boost customer experience, sales and collections. Comprehensive support, project management, implementation, and any integration requirements are all included in our extensive offering."



Here's why many global businesses trust Inovo to design, deploy and manage their Contact Centre solution:

- **Workforce Management (WFM)**
- **OMNI Channel Communications**
- **CRM & ERP Integration**
- **Automated Quality Management**
- **Experience & Workforce Optimisation**
- **Interaction & Process Orchestration**

## **2Connect Value**

The variety and the sheer number of communication channels and departments present genuine challenges for contact centre staffing, training, quality monitoring, and streamlining work. Many organisations lack consistent visibility into the various forms of work, the people available to act on the job, and the processes used.

In this environment, balancing workload, staffing, and other resources across functional areas can be critical for delivering effective customer service. Doing it well requires systems that actively collect data about the channels, work, and employee performance.

Analysing and acting on that data is the key to success, enabling continuous improvement in cross-departmental workload, staffing, and outcomes.

Workforce Management (WFM) provides unified applications explicitly designed to help organisations gain visibility into – and more effectively manage – the work they perform, the activities of people who perform it and the processes used to accomplish it. The solution offers a single view of employees, including their own skills, proficiencies, rank, and availability, to handle the workload. By leveraging this information, you can quickly align your workforce with your workload to increase operational efficiencies and deliver a more consistent customer experience.

***Speak to one of our Contact Centre specialists to book a free demo NOW***

## **Deliver Unrivalled CX with INOVO's Cloud Contact Centre**

Banish cumbersome processes, siloed contact channels and disconnected business systems with a fully customisable and integrated omnichannel contact centre solution.

2Connect has partnered with contact centre specialists INOVO, a global leader in delivering top quality solutions to some of the world's most renowned brands. From process and workforce optimisation to digital channel integration and enhanced self-service, we'll deliver the technology and the ongoing improvements to drive your business forward.

INOVO's clients vary from 10 to a few thousand seats across several sectors such as: financial services, retail, telecoms, healthcare, BPO, hospitality and travel. Leveraging best-in-class technology, the company focuses on four areas of optimisation:

### **Omnichannel contact centre**

Integrate, manage, and measure any contact channel (including all digital channels), and improve the way you manage your day-to-day contact centre operations.

### **Self-service and process automation**

Automate and improve any process and introduce self-service options to respond to customer queries 24/7 on any channel. We make it easy for contact centres to connect their

data and existing systems to each other, while also being able to quickly incorporate new technology or channels as the need arises. This results in a better customer experience, reduced costs, and improvements in efficiency and productivity.

### **Workforce optimisation**

Intelligently plan, forecast, and optimise contact centre staff scheduling to reduce costs, improve employee retention and enhance the customer experience.

### **Business intelligence and analytics**

Use interaction data to measure and improve compliance, analyse and record voice calls to reveal insight and trends, or use a customer's unique voice pattern as identification to reduce fraud. Other solutions include extensive real-time operational dashboards and reports to proactively identify and improve efficiencies and CX.

*For further information, please contact us on [info@2connect.co.uk](mailto:info@2connect.co.uk) or call 0330 077 0070*