



- Looking to make it easier for customers to engage with your business across every channel?
- Want to simplify customer engagement and deliver a better customer experience?
- Need an affordable and easy to use solution that was designed for the small to medium business?

## STL Cloud Contact

STL Cloud Contact is a cloud-based contact centre solution and offers a rich customer contact experience for voice, email and webchat interactions for both front and back office contact centre agents. It is an integrated business communication and customer contact solution that simplifies multi-channel customer interaction, perfect for organisations who want to make it easier for customers to engage with them. It allows an agent to work from anywhere on any device, with only the need to access a supported browser, and unlike most Contact Centre solutions, STL

## Features



### Voice Channel

STL Cloud Contact provides a comprehensive set of voice features to enable agents to make and receive calls and manage the current and historical communication with customers.



### Call Back

We understand that customers aren't always in a position to wait in a queue to speak to an agent. STL Cloud Contact can be configured to assess a caller's position in the queue, announce the estimated wait time and offer the caller the option of a call back if the wait time is too long. Selected time slots can also be offered to provide a more flexible call back option.



### Advanced Queue Management

Customer interactions can be queued and managed within the contact centre environment. Calls / emails can be prioritised into VIP queues to improve first contact resolution.



### Call Recording

With STL Cloud Contact, you can choose if you want to record inbound, outbound or internal calls for customer service, training or audit purposes. Callers can also be provided with the choice to opt out of their calls being recorded, however Agents can still select to record their part of the call.



### Skills-based Routing

This allows to you automatically route calls to the most qualified agent, thereby improving levels of customer experience and first call resolution.



### Email Channel

STL Cloud Contact can be connected to email servers to send and receive emails using the POP3, SMTP and IMAP protocols. This allows customers to use existing email services, such as Gmail or Microsoft 365 and multiple email addresses can be configured, which can then be assigned to different queues.



### Webchat

Webchat is the fastest growing communication channel and using simple tools, you can embed code into your website that will connect your potential sales leads directly to the most skilled agent. Webchat conversations can be served between calls to ensure high agent productivity or agents can work on multiple chats at the same time.



### Wallboards and Live Data

Wallboards can easily be constructed to show powerful live data from the minute an agent starts to handle a call, email or web chat. The dashboards present information relating to service numbers, queues, and live status events such as the availability of Agents, which is fundamental for Supervisors to review performance and in addition change the status of Agents if they are no longer available.



### Management Reporting

There is a comprehensive reporting tool built into STL Cloud Contact that enables multiple different reports to be created and viewed with the Contact Portal. Reports can be scheduled and exported either to a third-party reporting tool or to manager's email addresses.



## Benefits



### Access anytime, anywhere

STL Cloud Contact is cloud-based and as such Agents can log into any device and work anytime, anywhere. Compatible with all Gamma handsets, but agents can also work with just a laptop and a headset, because STL Cloud Contact uses WebRTC to deliver the same experience wherever your teams have internet access.

Supervisors get a real time view of all agent activity and contact centre managers can see wallboards tailored to their needs via a web browser. Changes can be made to an IVR within a matter of minutes, ensuring that both voice and email channels can remain live and customer queries can always be taken. Supervisors are also able to continue to monitor performance and retain all reporting functionality.



### Quick, secure and scalable deployment

With STL Cloud Contact, there are no financing costs, no major hardware to purchase and no software to roll out. STL Cloud Contact is scalable from 2 – 500 seats, licences can be added at any time as and when your business grows and are available on 30-day contracts for managing peak demand.

Quickly configured alongside your business telephony deployment, agents and back office staff can work collectively on the same telephony platform and as part of the same company directory, allowing you to share presence information and to deliver exceptional customer service.



### Management Insight and Control

STL Cloud Contact comes complete with a comprehensive reporting tool that enables multiple reports to be created across all channels which can viewed within the Cloud Contact portal. Reports can also be scheduled and delivered to managers as and when they need them.



### CRM integration

The integrated CRM solution allows you to record customer interactions by channel and combine this data with all associated outcomes within a single consolidated database.

CRM integration allows the contact centre agent not only to quickly find a contact's information and contact history, but will automatically display a callers details during an inbound call and allows agents to initiate an outbound call by using the 'click to dial' functionality directly from the CRM. Currently integration is offered with both Salesforce and Microsoft Dynamics.

