SASKTEL HOSTED CONTACT CENTRE:

CUSTOMER SERVICE SOLUTIONS FOR EVERY BUSINESS

SaskTel

/ Business Solutions /

SaskTel Hosted Contact Centre (HCC) is an easy way to offer your customers choice on how to contact your business. All you need are a phone, an internet connection, and a computer.

Business communication is trending away from voice and in-person contact. HCC allows you to maintain a consistent high standard of customer service by letting customers decide how they contact your business.

WITH HCC, YOU CAN OFFER YOUR CUSTOMERS THE CHOICE OF HOW THEY WOULD LIKE TO CONTACT YOU.

WHY HCC?

HCC service is ideally suited to today's customer service business landscape. Consumers appreciate and increasingly expect choice in how they communicate with businesses and service providers—and they expect consistent quality of service through every touchpoint. Phone calls, emails, and messages through social media and website-based chat features all need to be handled in a timely fashion by knowledgeable customer service representatives. HCC gathers all of those communications in one place, making it easy to assign agents and manage customer concerns from one central location.

HCC also provides incredibly flexible working conditions, as agents can log in from devices at the office or at home. HCC customers have been taking advantage of these remote work features for over 10 years, allowing their businesses to function seamlessly through disruptive circumstances such as adverse weather and public health crises.

SaskTel's HCC services pair Canadian-developed proprietary software with Saskatchewan-based service. Your data never leaves the country, and your expert service team is always available to help.

IN MARCH 2020, SASKTEL HCC HELPED CONEXUS CREDIT UNION RESPOND TO A HUGE INCREASE IN CALL VOLUME, DOUBLING THEIR SUPPORT LINE CAPACITY TO KEEP CUSTOMER WAIT TIMES UNDER 20 SECONDS.

FLEXIBLE FEATURES

In addition to providing very flexible work conditions, HCC offers an impressive collection of adaptable features. While the phrase "contact centre" might sound intimidating, HCC is a great fit for businesses of all sizes. Since the cost is based on the number of agent seats required, it's ready to scale alongside your business needs.

In the straightforward, secure interface, calls and messages are organized in channels to show agents where their attention is needed. Calls and messages can be directed based on agent availability or message priority, or they can be routed directly to a specific agent. If an agent is handling a difficult inquiry, supervisors can join live calls or use coaching tools with chat functionality to assist and resolve customer concerns.

HCC also integrates with a number of external tools, such as customer relationship management software (CRMs), short message service (SMS), application programming interfaces (APIs), and social media messaging. If your business needs to include unique third-party software, the development team can create a custom integration to make things work smoothly.

It may sound overwhelming, but the interface is intuitive and easy to navigate. And when you sign up for HCC services, you'll be booked for a comprehensive training session to show your team how to use all of the features confidently and effectively.

WHO NEEDS HCC?

1. Great customer service is industry-agnostic, and so is HCC. Because of its robust, flexible features, HCC can help almost any kind of business, from health care and health services to event businesses to IT help desks.

2. Banking and financial institutions can use HCC to book appointments with clients and answer questions about hours and availability of services. Dispatch services can respond quickly to incoming requests. Utility providers can schedule requests for service and respond to billing inquiries.

3. HCC is growing in popularity among businesses that rely on booking appointments due to the ease of managing followup communications. After customers call to make an appointment, HCC can send text reminders to make sure there's no miscommunication about times or dates.

If you want to know more about how this flexible service can serve your business needs, please contact your SaskTel Representative or call 1.844.SASKTEL (1.844.727.5835).