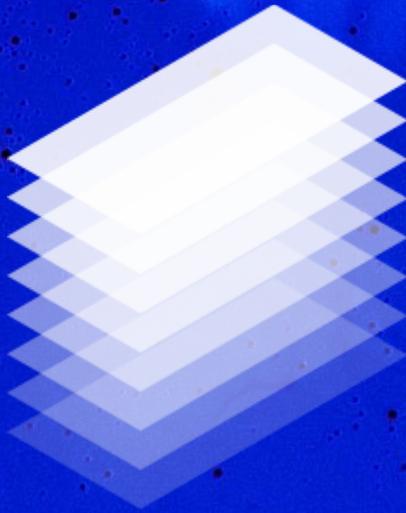




Behaviours Shift. Stay Ahead.



Telsis Cloud Connect

Next Generation Contact Centres

Powered by Telsis innovations



www.telsis.com



Telsis Cloud Connect

A new standard of excellence for contact centres

Telsis Cloud Connect is a 360° innovative solution that transforms contact centres into more agile and efficient businesses. The platform has been built using the industry's latest tech developments, meaning your customers' expectations are surpassed – today and in the future.

Our clients range from large multinationals to small and midsize businesses, but they all have one thing in common: they understand that Telsis Cloud Connect provides more innovative features than any other.

Tailored solutions

Our bespoke payment options are designed to cater for all types of businesses, meaning no matter what size of a company, we can provide a range of fixed annual fees or pay as you go options to fit you're your business requirements.

We also offer tailored software packages to meet the specific needs of SMEs and fixed and mobile operators. These packages are designed to help them boost revenues and includes the option for operators to host on their own networks.



Telsis Cloud Connect

Simple Deployment

The Telsis Cloud Connect setup process is seamless and simple. We leverage tried and tested methodologies to ensure that the setup process is hassle-free and meets each businesses' specific needs.

Over 30 years in the market has given us a valuable insight into the best ways to develop new solutions and enhance existing ones.

Services

Our services are second to none. Telsis' heritage and software reliability stand us apart from competitors. Telsis Cloud Connect will provide your contact centre with a unified range of services so that you can focus on providing the world's best customer support.

We place quality of delivery and product resilience above all else to ensure that our customers receive the service they expect. Our end-to-end lifecycle approach to services is designed to provide contact centres with everything they need to deliver optimal support while driving down costs without compromising support.

To help ensure that our customers remain in control, our solutions are made user-friendly. For example, we embed online help for Managers, Supervisors and Agents that is context sensitive and unmatched in the industry.

From standard features to the latest industry advancements like Artificial Intelligence, Telsis Cloud Connect allows contact centres to respond to their global customers on any channel, 24 hours a day. Call routing, dialler functionality and high call quality are designed to help your contact centre operate at levels modern customers demand.



Telsis Cloud Connect

All of these features are designed to integrate seamlessly with your CRM and our modern architecture ensures that there's no legacy involved. The cost of integrating new features to your existing system are minimal and our robust implementation makes it effortless and fast. Our custom reports and conversation analytics allows for continuous improvement.

Our costs cannot be beaten. We offer our services at a cost point that no other competitor can match and all of our

services are scalable so that you can take your business to the next level.

Telsis Cloud connect was built with customers and contact centre agents in mind. Call centre agents are our biggest fans and their testimonials praise Telsis Cloud Connect for its ease of use and swift response times. Our services are changing the way contact centres do business around the world. Join us and become the contact centre that you want to be.

Cloud Connect Features

- Power dialler
- AI chat bots
- Flexible inbound routing
- Compliant call recording
- Integration API's
- Skill-based routing
- SMS functionality
- Email functionality
- Access from any device
- Customisable wallboards
- User management
- Call back manager
- Omnichannel with universal queue
- CRM integrations
- Multi-lingual support
- Salesforce integration
- Position and time announcements
- Virtual queue
- Scheduled reports
- Quantitative data on efficiency
- Custom report builder
- Conversation analytics
- Customizable call classifications
- Flexible wrap-up codes



Telsis Cloud Connect

Above and beyond software

Choosing the industry's latest tech is important. But the company you choose to work with is fundamental. We focus as much on support services as we do on our software.

We believe in continually improving our product in this way provides you with the platform you need to deliver a range of unique services to your customers.

We strive to build mutually beneficial relationships with our clients so that we can grow together.

Customisation

No matter how specific your requirements, we have the ability to customise nearly every option available. We have clients with over 30 campaigns on one system, all requiring different options and criteria.

Expert Teams

Our customers frequently rely on us to support not only our contact centre solutions, but also their wider IT convergence, outsourcing, offshoring and much more. Why? Because other back-end systems require integration to ensure customer transparency.

It's Our Own Kit

We designed the product from the ground up, so we are in control. It allows us to listen to you and deliver what you need – fast.

Problem Resolution

We seek solutions to your unique challenges by taking the time to understand them – better than the competition. It means, that we save you time and money from implementation to the longer-term operation and maintenance.



Telsis Cloud Connect

Future Proof

Because we are not weighed down by legacy technology we offer a feature rich roadmap that is focused on the evolving needs to customers.

Focused on the User Journey

Telsis is focused on the user journey. We ensure that our solutions 'look through the eyes' of the customer. This laser-sharp focus on customer centricity differentiates us from the pack.

Key Innovations

Map Studio

Map Studio is an integrated IVR editor. It gives unprecedented levels of contact centre service configuration which goes beyond that available in traditional IVR menus. It means user interactions may be designed graphically and updated in real time.

Flexible Integration

Our flexible architecture ensures that contact centre services can interact with any backend data system that provides a Web API. This is in addition to standard integration with common CRM systems.

Zero Install Cost

WebRTC can be used for agent connections, so centre managers don't need to worry about the rolling out of bespoke applications. All an agent requires is a web browser and a headset, nothing else.

New Technology

Telsis Cloud Connect is based on clean, modern code without legacy, so new features can be added rapidly and at a lower cost. It means that our customers can stay ahead of the game.



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