



Hello Telecom's Hosted Contact Centre provides an alternative to the significant investment required to install an ACD phone system. Our hosted ACD service provides organisations with high-end features on a pay-as-you-go monthly rental basis.

Professional customer experiences

A multi-agent hosted contact centre allows customers to interact quickly and efficiently with an organisation. The result is a consistent and professional customer experience, increased agent productivity and reduced costs.

Greater flexibility

Our cloud-based service allows organisations to be operational in less time with lower outlay and greater flexibility, compared to traditional phone systems. All agents are connected to the same hosted platform, regardless of their location, allowing for remote and home working.

Scalable solution

Hosted on the Hello Telecom network and incorporating our resilient distributed data centre, we provide a highly secure and cost-effective solution that is tailored to your individual customers' requirements and can be scaled up or down with demand.

Value added features

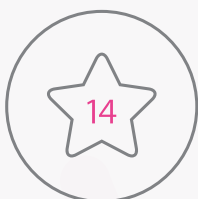
- Effective resource management
- Real time and historic analytics and reporting
- Visibility and feedback – real time and historic
- Disaster recovery – based on Contrex Mobile
- Secure (FCA compliant) call recording

Innovative call routing

- Time-of-day routing
- Auto-attendants
- Call queues
- Hunt groups
- Flexible divert options

Increased flexibility
Reduced costs
Effective resource management
Secure call recording
Built in disaster recovery
Call recording
Improved corporate image

Why Partner with Hello Telecom?



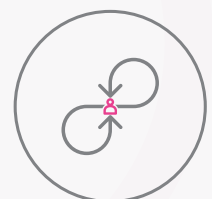
Over 14 Years Experience



Award Winning Technology



Customer Focused Support



Flexible Partner Programmes



Features	Hosted Contact Centre
Multiple DDI Numbers	●
Diverts: Always, Busy, No Answer	●
Disaster Recovery Divert	●
Time of Day Routing	●
Service Modes	●
Flexible Voicemail Options	●
Call Logs & Reporting	●
Wall Boards	●
Call Recording (FCA & PCI Compliant)	●
Anonymous Call Rejection	●
Distinctive Ringing	●
Group Name Presentation	●
Call Waiting	●
Caller Display	●
Phone Book / Directory	●
Handset Short Codes	●
Web Portal Administration	●
Restrict CLI	●
Non-Network CLI Presentation	●
Paging	●
Call Pickup Groups	●
Automated Handset Provisioning	●
Speed Dial Capability	●
Hot Desking	●
Ring Group Options	●
Silent Listening	●
Queue Depth Setting	●
Queue Type Ring Options	●
Announcements	●
Ringtone or Music When Waiting	●
Periodic Announcements	●
Position in Queue / Wait Time	●
Multiple AA Levels	●
Multi-vendor Handset Support	●
Contrex Mobile integration for DR	●
Multiple Dial Mechanisms	●
List Management	●
User / Agent Scripting	●
CRM Integration	●