# On Demand Contact Centre Solutions

A contact centre sits at the heart of every customer-centric business. It is often the first interaction point for potential new customers, and a contact centre shapes how existing clients experiences your business. Ultimately, the contact centre builds and moulds customer relationships and determines their loyalty and willingness to give your company repeat business.

Cumbersome and expensive on-site solutions are ill-equipped to deliver the type of customer experience that modern consumers demand. In our increasingly digital-first environment, where consumer engagement preferences are constantly evolving, cloud-based contact centres can deliver the agility, flexibility and capabilities required to thrive in the modern economy, and at an affordable cost.

A hosted solution allows organisations to outsource the provisioning and management of contact centre infrastructure and systems to an external services provider. Organisations retain their processes and staff at their place of business, but access the contact centre offering as a managed service on a pay-per-use basis from a cloud platform. The cloud delivery model dramatically reduces infrastructure requirements, operational costs and complexity, and allows your organisation to focus on its core business.

Pivotal on Demand

Leveraging the strengths of IP-based infrastructure, Pivotal on Demand is a pay-per-use contact centre solution with no upfront or defined term.
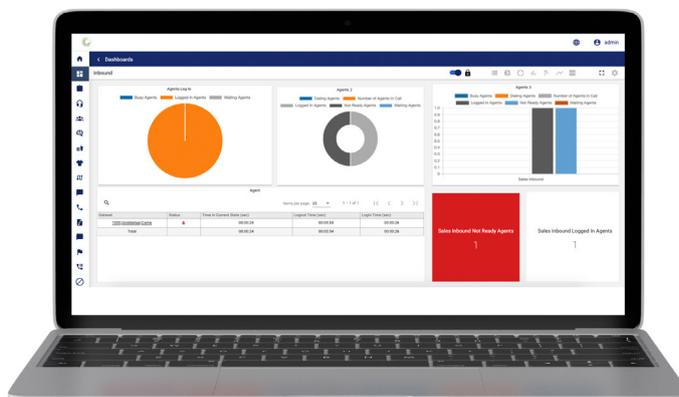
Benefits

Cost effective

Pivotal on Demand is sold on a pay-per-use model. This shifts your contact centre from a major capital expenditure that requires significant up-front investment to an easy-to-manage operating expense. Gain access to a functional, full-feature contact centre platform for predictable daily or monthly fee. Usage is calculated per agent, per day and billed based on a daily report produced by the system.

Quick deployment

Pivotal on Demand circumvents many of the challenges and delays experienced during traditional on-site implementations. There's no new hardware to purchase and install, which means you can forgo the onerous tasks of server and storage provisioning, application installations and setup, and testing the newly installed technology.

Pivotal on Demand is a plug-and-play solution, where resources can be provisioned with just a few clicks, with the ability to scale on demand. Pivotal on Demand can be deployed in mere hours or, in more complex environments, a few days.

Boosts performance

The platform provides web-based access, which ensures businesses can focus on agent performance, rather than worrying about hardware or system maintenance.

Agents can perform their tasks by simply logging in to the Agent Web App (AWA) front end using a local browser.

Any system updates occur seamlessly via the data centre, which ensures that every time an agent accesses the solution, they will use the latest version.

Enhanced business continuity

On-premise solutions are prone to hardware failures that result in business down time.

As a cloud-based solution hosted in a fully geo-redundant Teraco data centre network, the Pivotal on Demand platform ensures SLA-linked availability and business continuity.

Flexibility

Agents, supervisors and administrators can access Pivotal on Demand from anywhere, independent of their physical location, on any web-enabled device or WebRTC-enabled browser. These capabilities also make it possible for agents to work remotely, with the ability to quickly and easily access all the Pivotal on Demand tools they need to perform the job functions.

Scalability

It's costly and complex to scale an on-premise contact centre as your business grows and expands. However, with a cloud solution, scalability is never a challenge. Cloud-based resources are ready and available whenever you need them, which offers the scalability required to meet the exact needs of your operation.

PIVOTAL
on demand