# PIVOTAL

# Ten reasons to choose Pivotal on Demand

## Fast facts:

- Provisioned as a pay-per-use cloud contact centre solution to improve operational and cost efficiencies.
- A feature-rich solution that can expand your contact centre capabilities.
- Enhance both employee and customer experiences with easy-to-use and intelligent technologies.
- Pivotal on Demand is powered by a Canadian platform provider with presence in 40 countries.

## ONE: Reduce capex, contain costs

Pivotal on Demand is sold on a pay-per-use model, which enables you to establish a superior full-service contact centre for a fraction of the investment required to operate a traditional telephony switch-based contact centre, with no major upfront capital outlay or defined-term lock-in.

This contact centre-as-a-service (CCaaS) model offers your business access to a functional, full-feature contact centre platform with a predictable monthly fee, which shifts your technology costs from a capital expenditure to an easy-to-manage operating expense.

## TWO: Create a more responsive organisation

Pivotal on Demand is a pay-per-use hosted contact centre solution with no upfront or defined term, with no hardware to purchase and install.

Accordingly, Pivotal on Demand circumvents many of the challenges and delays experienced during traditional on-site implementations, forgoing the onerous tasks of server and storage provisioning, application installation and setup, and testing the newly installed system.

Depending on the complexity of your ICT environment, Pivotal on Demand can be deployed within a few days. This plug-and-play solution empowers businesses to provision resources with just a few clicks to instantly exploit the benefits of cloud infrastructure.

These capabilities also allow you to scale up or down based on demand, whether that's to meet a rise in seasonal demand, or support business growth. Cloud-based resources are ready and available whenever you need them, which offers the scalability required to meet your operation's exact needs.

## THREE: Optimise internal resource utilisation

Pivotal on Demand enables your business to outsource the management and maintenance of contact centre infrastructure and systems, freeing internal IT staff to focus on other value-adding tasks within your organisation.

Provisioning your contact centre as a managed service from a cloud platform will dramatically reduce operational requirements, which allows your organisation to focus on core strategic and other operational outputs, such as agent performance, rather than worrying about hardware or system maintenance.

## FOUR: Enhance employee experience

Agents, supervisors and administrators can log into the Pivotal on Demand system via the Agent Web App (AWA) front-end using a WebRTC-enabled browser or web-enabled device. This enables employees to perform their job roles remotely from any location where suitable connectivity exists.

The easy-to-use AWA web-based application interface empowers agents to easily access all the Pivotal on Demand tools they need to efficiently perform their job functions. The AWA agent softphone module also allows users to manage their queues according to their skillset.

With pre-built solution integration into popular CRM solutions via the Pivotal on Demand API, agents can receive relevant and correct information before they start interacting with a customer. This empowers them to resolve issues more efficiently, while reducing call handling times and greatly improves the customer experience.

Using advanced dialling algorithms, Pivotal on Demand's outbound campaign management functionality automatically dials a number from a calling list and connects answered calls to live agents to increase agent productivity and efficiency.

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

## FIVE: Boost business uptime

Avoid business downtime and outages commonly associated with on-premise contact centre solutions, which are prone to hardware failures. As a cloud-based solution hosted in a fully redundant Teraco data centre network, the Pivotal on Demand platform ensures SLA-linked availability and business continuity.

## SIX: Gain insights into organisational performance

Pivotal on Demand includes a range of performance analytics and reporting features. Real-time monitoring provides an up-to-date view of agent performance, with the ability to make changes on the fly.

Managers, supervisors and administrators can create customised dashboards and reports in the Pivotal on Demand Manager to suit their specific needs. The Dashboards module allows a user to display real-time statistics on various entities within Pivotal on Demand using different graphical representations. Dashboards are accessed via secure https anywhere.

## SEVEN: Expand your contact centre's capabilities

Pivotal on Demand offers a range of features, including skills-based routing for inbound calls, outbound capabilities with a range of dialing modes (predictive, preview, progressive and broadcast), quality monitoring tools and real-time statistics. Other features include webRTC, webchat, social media, sms, email, interaction recording, quality management and application programming interface (API) for custom integration.

## EIGHT: Streamline processes to elevate customer experience

Pivotal on Demand tools allow your company to easily create Interactive Voice Response (IVR) services that enable self

service functionality, including call queueing and distribution. This functionality empowers callers to complete actions over the phone via voice or keypad inputs to pay bills or check account balances, which frees agent resources and improves CX.

The Automatic Call Distribution (ACD) feature can allocate incoming calls to a queue, where callers wait until an agent becomes available. Skills-based routing can then distribute calls to agents based on rules that factor in agent skills and performance metrics.

## NINE: Cater to shifting customer engagement preferences

Meet shifting demands around consumer engagement preferences with Pivotal on Demand's multi-channel capabilities. These including voice, webchat, SMS, email and social media, catering to inbound, outbound and blended contact centres of all sizes.

## TEN: Gain control of process to enhance output quality

Contact centre managers can evaluate recordings of an agent engagements with customers by creating dynamic forms that will gather contact centre quality-of-service metrics or customer satisfaction.

Additional agent monitoring features allow supervisors to monitor calls without the agent or caller knowing, coach agents without the other party on the line hearing via the Whisper feature, or immediately join a call they've been monitoring via the Barge feature.

Supervisors can also programme agent scripts for sales or customer service calls, offering greater control over operational rules for calls, and generate fields that feed data from calls into the CRM system when CRM integration exists.

Supervisors can also creates forms via the Form Builder that can be used for both inbound and outbound calls. This drag-and- drop integrated programme allows users to create multiple pages that can register multiple database connections and multiple tables for each database for use in agent scripting.

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