

Cloud Contact Centre as a Service (CCaaS) for Remote Working



Sesui CCaaS Remote Working Solution

Remote working is becoming a requirement as organisations face the reality of supporting clients and staff in these unprecedented times.

Sesui Remote Working solution delivers cloud services for...

- Robust and scalable in-bound call management
- The integration of multi-site, incompatible, telephony systems to work as one
- A fully managed service, all over a secure, private network trusted by the NHS with the option of call recording and 24/7/365 support
- Allowing your staff to operate your contact centre from any location with any combination of personal mobiles, home-phones, VoIP phones, softphones or any connected device with a telephone number.

There are many considerations in a shift to remote/home working but key to success are:

1. Changing as little as possible for customers in how they connect with you – everyone's dealing with enough change already
2. Making it simple for staff to stay connected – letting them use devices they are familiar with
3. Keeping control of costs, call logs and call recordings – continuing to hold a duty of care to our staff and customers.

Be Confident...

Securely taking customer calls on any phone, at any time, from any location. You can trust that every call, in and out, is recorded, with recordings accessible via our "Cyber Essentials" accredited network for compliance.

Collaborate...

Join together staff across disparate sites with a virtual contact centre. It will keep everyone connected so you can focus your work around the customer needs rather than location.

Take Control...

In the event of a planned or unplanned closure flex your location and hours by taking calls from home or any other suitable location, overflowing calls across sites so you can match demand with available resource.

Flexibility to use any phone...

Use any office, mobile, softphone, homephone, in fact any phone with an active number to direct calls to. Giving you the flexibility to work at any location, using the best device for your staff.

Manage the admin...

With all calls received and made through the Sesui private cloud you will have a record of every customer interaction. All call charges are centralised to avoid direct staff costs and expenses claims.

Deliver continuity of service...

Keep your customers close, providing greater continuity and personalisation of service. Even in times of dysfunction your business can continue to provide service to your customers.



Sesui CCaaS Remote Working

As your organisations faces increasing pressure from rising call demand and stretched resources to answer calls we can help...

Join-up your team irrespective of their work location using a connected device that suits them best.

Sesui Remote Worker solution helps link multiple sites and remote/home workers as part of a virtual contact centre, with individual user control via the Sesui Mobile App or web portal.

Login to make any phone your customer service phone.

Using either the Sesui Mobile App or Web Portal login with unique credentials to join your organisation's operator team. Sesui Agent Connect is used to allow operators to function across dedicated or virtual teams. In setting up a bespoke call plan operators can be located at any site or distributed to form a virtual team.

Limit Change for Customers

Customers continue calling the same number, hosted in the Sesui Cloud, giving you the flexibility to message queue and route callers in the most effective way. Sesui can also host new numbers so you can start to direct customers more efficiently

Secure and trusted

Our call recordings are streamed, which means you never hold the record – they're securely stored in our private cloud for GDPR, compliance and audit purposes. These calls are automatically filtered and displayed with a time and date stamp for easy identification.

Easily manage reporting

Match your staff to customer demand at peak times using all of the real time statistics from our reports that you can access through the Sesui admin portal. With our help, you can report much more effectively, collating what you need for internal reporting of KPIs and any contractual SLA's you have in place. We design our reports so that they're the right fit for you, capturing hourly, daily and weekly call patterns and trends.

In addition we can help you understand call volumes, operator performance and regional metrics so you can plan accordingly and stay on top of performance and productivity. You can access reports individually or schedule them, cutting down on time and money spent collating data.

Be more nimble, matching capacity to demand. Our reports can help you develop staffing models that better reflect demand. And we can flex the system to help you include an outside agency, while retaining your internal governance. It means you can attract the best talent and boost your resourcing when you need to, without causing more work for you.

Use what you've got. Our licenced-based cloud software means that you don't have to pay large costs for hardware that's going to be obsolete in a matter of years. Our flexible monthly subscription approach means we overlay our software on your existing hardware, all from the cloud. For you, that means less capital outlay and the benefit from our economies of scale, without the operational expense of running your own network and infrastructure.

Depend on us. We've been doing this for over 15 years, supporting the NHS, ambulance services, major travel operators and organisations where communication with customers is vital. We provide 24/7 support, a resilient system and disaster recovery. But importantly, we make sure the calls get answered... helping make that vital connection.



About Sesui

Sesui's the bright British innovator of award winning cloud communications software - connecting people to organisations when it's critical they get through.

For 15 years we've specialised in untangling communication systems and putting them into the cloud for organisations that provide a vital service in healthcare, travel, manufacturing and the voluntary sector. Our cloud software – Sesui CCaaS – floats above an organisation's technology so they don't need to replace what they've already got. All the reliability of the cloud, with the nimbleness, elasticity and sustainability of Sesui.



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