All the benefits of unified communications in a single, hosted Cisco solution

Move your communications and collaboration to the next level. Discover the ideal way to boost productivity with faster, more effective communications across every area of the enterprise.

If your teams spend more time trying to get in touch with each other than actually communicating, Hosted Contact Centre is an ideal way to save time and money. It's the hosted Cisco unified communications platform that lets you bring all your people closer, right across the enterprise, through the power of voice, video and instant messaging, plus powerful capabilities for your contact centre.

Employees can communicate how they want, when they want

In the office or on the road, your staff can now use a single, consistent interface whenever they communicate. Whether at the desk or on a mobile device, it's easy to view the status of colleagues; start a chat by voice, instant message or video; or join a teleconference. End-to-end Cisco components mean seamless integration and usability for any employee device, on any network, fixed or mobile.

Enable staff collaboration and improve workflow

"Presence" lets your staff determine the best channel to reach colleagues, and instant messaging allows rapid consultations, without disrupting workflow. Effective remote collaboration, including video calls and document sharing, allows you to avoid unnecessary business travel time and expenses.

## Deliver a more consistent, high quality customer experience

In addition to handling all internal communications, Hosted Contact Centre is a fully-featured contact centre platform that's proven to improve first-call resolution. Whether you have a handful of agents or several thousand, it can manage all inbound and outbound calls, IVR, agent emails and web chat -- and it delivers robust call recording and supports PCI compliance, to fulfil your regulatory requirements.

Access independent, ISO-certified skills

Hosted Contact Centre is a scalable, high-availability hosted service supported by eir's ISO 20000-certified service organisation, offering you the reassurance of ITIL best practice in how we design, deliver and manage the solution. As Cisco's leading Gold Partner in Ireland, eir Business is the ideal choice to help you take the next step in unified communications.

Key benefits

- Dramatically improve staff responsiveness and contactability

- High-availability hosted service offers OPEX pricing and easy scalability

- Ideal for existing Cisco environments where security and compliance are paramount

- Improve overall efficiency, productivity and carbon footprint

Business rises on eir

Advantage : **Unified**
Hosted Contact Centre
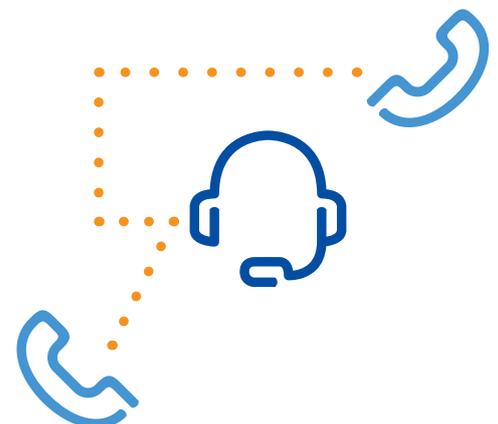
Your questions answered...

What's the full feature set for Hosted Contact Centre?

Hosted Contact Centre is a hosted UC solution based on the industry leading Cisco Unified Communications Manager (CUCM) suite of integrated communications tools. It includes inbound and outbound voice; contact centre support for 400 agents, scalable to several thousand; video calling and voicemail; instant messaging and presence; IVR; videoconferencing; document sharing and collaboration with WebEx; the market leading Cisco Jabber soft client; handsets; attendant console; and call recording.

Does the service deliver UC capabilities for mobile phones and tablets?

Yes, the Cisco Jabber software allows users to make calls and message colleagues from their computer or mobile device. Jabber is Android and iOS-compatible, allowing your staff to participate in conference calls, instant messaging chats, voice and video calls whether at the desk or on the road. Significant cost savings can be achieved as all company devices are on-net, including fixed-to-mobile calls.

Where is the service hosted, and how resilient is it?

Hosted Contact Centre has been architected by eir's own Cisco engineers in close partnership with Cisco. We deliver the core capabilities of CUCM as a robust hosted service offering geo-redundancy across two eir data centres. The service delivers 99.99% availability and is supported 24 hours a day by the ISO-20000 certified eir Customer Response Centre, with a range of SLAs ranging from business-hours support to guaranteed two-hour resolution time.

How is the service delivered and charged for?

The service is delivered on an OPEX basis, allowing your organisation to realise the benefits of UC without capital outlay, recurring maintenance costs or upgrades. For a set, per-user fee, the hosted service is delivered via an eir IP-VPN access circuit which is continuously and proactively monitored by engineers in our 24-hour Network Operations Centre. The service is scalable on demand and a self-service portal allows you to rapidly make Moves, Adds and Changes, and run reports as required. Speak with your account manager about the full range of licence options.

Want to know more?

- 1800 400 200
- speak to your Account Manager
- @eirbusiness
- eir.ie/business

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