

CONTACT

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CONNECT

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 MaxcontactAustralia



MaxContact

OMNI-CHANNEL
IMPROVE CUSTOMER JOURNEYS
THROUGH ANY CHANNEL



HM Government
G-Cloud
Supplier

MAXCONTACT

MaxContact is a complete converged contact centre solution providing: inbound, Outbound, Omni-channel, PCI-DSS and integration. We have become one of the fastest growing contact centre specialists in the UK. Operating mainly in the Utilities, Debt Collection and BPO environments, we provide a complete converged solution for all clients needs. With our experience and expertise in setup and custom integration we can provide you with an end to end solution.

SEAMLESSLY CONNECT

OPTIMISING the customer experience across all channels.

MaxContact Omni-channel is an interaction management suite that empowers your agents to positively and productively interact with customers in their preferred interaction channel. Giving agents a single view of all customer interactions, regardless of their interaction channel, provides your clients with a better customer experience whilst increasing efficiency and productivity within your contact centre.

CONVERGED SOLUTION

Our Omni-channel solution allows the convergence of several different interaction systems into one single solution.

We have helped 100's of companies converge millions of interactions into one place. Providing you with a single supplier to build a relationship with, no complex integration of multiple different systems who all blame each other when something goes wrong. MaxContact makes it easy for you to consolidate systems reducing management time, complexity and most importantly costs.



FEATURES INCLUDE



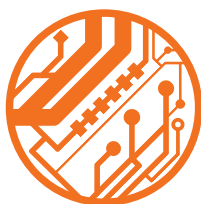
Routing to the same agent previously contacted.



Access to all historical interactions for a customers journey.



Switch between interactions (e.g. web chat to voice call).



Easy integration with website and 3rd party system for a seamless customer experience.



Get fast and accurate feedback with CSAT Scoring.



Skills based routing available on all channels.

PEACE OF MIND

At MaxContact we use Microsoft Azure cloud hosting and we are ISO 27001 accredited. This enables us to provide security for you and your clients data, help you comply with regulations, all while being able to provide 99.99% up-time on our next generation contact centre platform.

**99.99%
UPTIME**



**Microsoft
Azure**



INCREASE CUSTOMER SATISFACTION

Provide a streamlined, unified customer journey across all channels your customers have grown to expect.

- Enable customers to choose their preferred channel of communication.
- Increase First Contact Resolution.
- Streamline interaction handling and eliminate the need for follow ups.
- Automatic CSAT on webchat and voice.
- Repeat Interaction Routing

OPTIMISE AGENT PRODUCTIVITY

Increase agent productivity and satisfaction by giving them more control and the ability to demonstrate interaction ownership in a familiar, consistent interface.

- Enable agents to concurrently handle multiple interactions.
- Empower agents to demonstrate ownership of customer interactions.
- Reduce training time with a consistent agent interface and customisable quick responses.
- Reduce AHT by providing Agents with a single view of all previous customer interactions.

“WE LISTEN TO CLIENTS AND BUILD THE SYSTEM AROUND THEIR FEEDBACK. WITH FEATURE REQUESTS, NEW RELEASES EVERY 8-12 WEEKS AND OVER A 1000 IMPROVEMENTS EVERY YEAR, THIS IS WHY WE HAVE 99% CLIENT SATISFACTION.”

Ben Booth - MaxContact Director

QUICK DEPLOYMENT & EASY ADMINISTRATION

MaxContact Omni-channel solution presents consolidated, easy-to-use interfaces for agents, supervisors and administrators. Deployment is quick, and easy, the administration is simple and avoids the need for expensive technical staff or professional services costs. Allowing you to make changes in minutes not hours, days or months so you can adapt your business to changes immediately.

- Drag and drop IVR builder
- Advanced skills based routing
- Visual queue assignments of users to queues
- Dashboards with visual alerts
- Real time changes
- Free training onsite or online
- 99% support satisfaction
- Access from any location
- Scalable to meet your demands

INTEGRATION

The MaxContact solution provides seamless integration with your existing technology including your company website, email application, CRM or back office systems and much more.

**“NO MATTER WHAT OUR CLIENTS DEMAND;
PREDICTIVE, INBOUND, BLENDED, WEB CHAT
OR EMAIL, MAXCONTACT HAS IT ALL.”**

Adam Robinson - CC33

IMPROVE YOUR ROI

Implementing MaxContact is not only quick and easy but provides you with an excellent Return on Investment. This is achieved by maximising profits through reducing costs and increasing productivity and efficiency within the contact centre. We accomplish this by:

- Minimising abandoned interactions through active callbacks and virtual queuing.
- Reducing Average Handle Time, ensuring each customer is connected to the best, or previously spoken to agent.
- Increase Customer satisfaction through contact over preferred interaction channel.
- Increase agent productivity by seamlessly blending all interaction channels in one solution.
- Reduce staff and interaction costs with concurrent interactions.
- Increase collections/sales rates.

SINCE WE CHANGED TO MAXCONTACT WE HAVE BEEN ABLE TO MAKE CHANGES QUICKLY AND EASILY. THEY OFFER FREE OF CHARGE TRAINING AND ENCOURAGE SELF RELIANCE. THE SUPPORT IS AMAZING AND THEY ALWAYS GO ABOVE AND BEYOND TO HELP.

Steve - Zinc Group

DASHBOARDS AND IVRS

Monitor SLA's in real-time and report all interaction channels with our customisable Dashboards and Wallboards.



Our IVR builder allows you to use features such as the virtual queue where customers can hold their place in the queue without having to stay on the phone. Other features include priority queuing, text to speech and skill based routing across all interaction channels. MaxContact also offers PCI-DSS automated payment solutions allowing your customers to make payments 24/7 without the need for agent interaction.

**CALL US ON 07 5329 4785 E-MAIL
INFO@MAXCONTACT.COM.AU OR VISIT
MAXCONTACT.COM.AU TO SEE HOW WE CAN
HELP MEET YOUR BUSINESS DEMANDS.**

OUR FULL SUITE OF FEATURES INCLUDE;

Outbound

Inbound

OMNI

PCI-DSS Payment Collection

Work Force Management

Speech Analytics

Automation

Scripting

Reporting and MI

Integration



MaxContact