

NOW CUSTOMER OPERATIONS

SMART TOOLS FOR PRODUCTIVE BUSINESS

Simple, reliable, scalable tools that boost sales, provide visibility and increase productivity. Impress your customers through increased engagement, driving up satisfaction and retention.



CONTACT CENTRE

Omni-channel communication



ANALYTICS

Report
Measure
Forecast



CONFERENCING

Audio
Web
Video



INTEGRATION

CRM
& API support



RECORDING

Call Quality
& Policy Assurance



NOW CONTACT CENTRE

In today's digital age, the definition of customer experience has changed. Expectations of what it should be are higher than they have ever been. Consumers are no longer content with the nine-to-five regiment. They expect to connect any time, day or night. They expect the freedom to choose which channels to interact through. They expect to receive instant answers through seamless digital interactions. And with a cloud-based contact centre, they will.



NOW CONFERENCING

Engaging highly mobile workers or geographically disperse teams can be challenging enough without technical constraints. There's no need to purchase expensive, complex hardware to enjoy video. Initiate a variety of meetings types, one-time ad-hoc, or schedule recurring meetings.



NOW CALL ANALYTICS

Understanding the customer experience is increasingly seen as the key to gaining competitive advantage. While there are now many channels of communication, the telephone remains the preferred method for immediate customer interaction and is a source for significant insight.



NOW CALL RECORDING

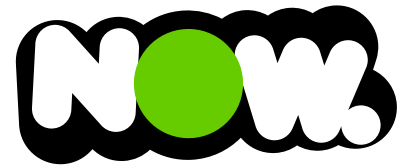
It has never been more important to keep records of all interactions with customers. Installing an efficient recording solution helps deliver the best possible customer service and rapidly resolves any possible dispute as to who said what during a call.



NOW CRM INTEGRATION

Uncover sales opportunities and increase conversion through leveraging your existing or new CRM. Display customer information instantly to your workforce, record all contact made and mark outstanding actions within your CRM for personalised engagement.

NOW Business Communication Add-Ons



NOW CONTACT CENTRE

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OMNI-CHANNEL

communicate when and how your customers desire.



IMPROVE YOUR CX

real-time monitoring & coaching of your agents.



VISIBILITY

analyse your operation while it's running & publish availability.



4 Contact Challenges facing NZ Businesses

1. In this hyper-connected age, your customers desire a memorable experience and you want to give it to them.
2. Your business moves fast so the tools you use should be just as agile.
3. Whether it's time or money, you can be doing better things with your budget than spending it on a server or additional software.
4. The definition of customer experience has changed in the digital age. Expectations of what it should be are higher, and consumers are no longer content with the nine-to-five regiment and expect the freedom to choose which channels to interact through.

Is NOW Contact Centre right for you?

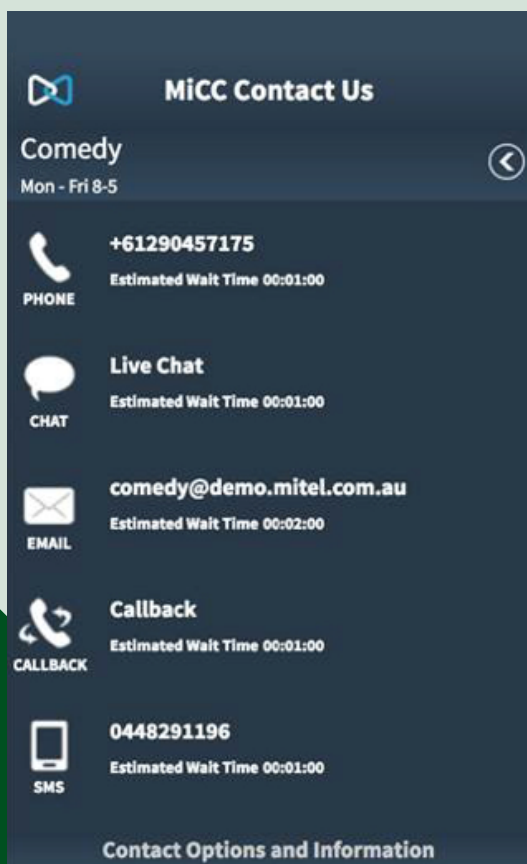
If any of the following describe your organisation then NOW Contact Centre will be of benefit.

1. Our call centre agents are using a standard PABX and don't have the ability to work any smarter.
2. We're working out of shared inboxes and don't know who's doing what, when they did it, or if they did it.
3. We're limited to communicating via voice and email, but our customers use text and social media.
4. We don't know the history of our customers and their engagement, so both we and the customer are disconnected.
5. We're concerned that any investment may not be flexible to change and scale as we demand.



COMPLETE OMNI-CHANNEL COMMUNICATION FOR YOUR CUSTOMERS & YOUR TEAMS

NOW's Contact Centre enables easy and scalable communications for your evolving business.



Why NOW Contact Centre?

GIVE THE EXPERIENCE YOUR CUSTOMERS DESIRE

Break down the silos and manage all customer interactions via Voice, Email, Text, Social Media, Webchat, and IoT.

TAKE THE PAIN OUT OF TRAINING

Live coaching, collaboration, and silent monitoring ensures quality assurance and one-call resolution.

DISPLAY AND INFORM, EVERYONE

Use wall boards & reports to drive internal engagement, while advertising your contact channels and wait times on your website to give your customers choice.

ENABLE RESILIENCY & STAFF FLEXIBILITY

Tackle the resource issue by running your contact centre from the cloud and retain your top talent regardless of location.

YOUR SYSTEMS & YOUR BUSINESS TALK TOGETHER

Seamless integration with top CRM packages and omni-channel case management grants 'big picture' visibility to the whole organisation.

INCREASED STAFF ENGAGEMENT

Intuitive interface for admin and agents increases productivity and collaboration, empowering your teams to deliver the optimal customer experience.

Mitel
authorized
reseller partner

A photograph showing Mitel hardware including a desk phone, a laptop displaying a software interface, and a smartphone. The Mitel logo is positioned to the right of the hardware.

Mitel is NOW's strategic partner for unified communications. With NOW's subscription-based cloud telephony system, powered by Mitel, you can refresh your business communications adding features, functionality and scalability, without capital outlay, risk or future obsolescence. Mitel has been delivering business communication solutions for more than 40 years. Gartner, a global research and advisory firm, places Mitel within the magic quadrant for Unified Communications and Contact Centre infrastructure, recognising Mitel as THE global leader.

BOOK A CONSULTATION
0800 NOW BIZ



NOW CALL ANALYTICS

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INSIGHTFUL

manage service levels and make informed decisions about your business.



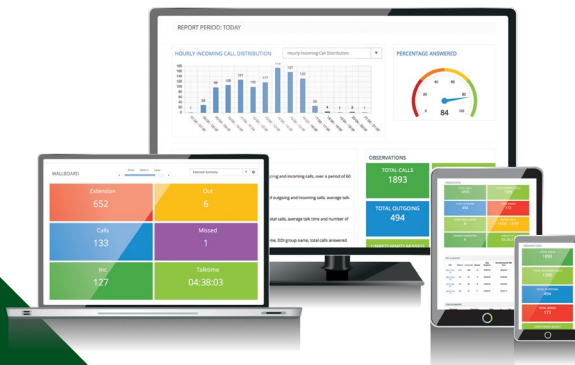
FLEXIBLE

customise wallboards, dashboards, reports and schedules.



RETENTION

report on vital unreturned missed-calls.



5 Insight Challenges facing NZ Businesses

1. Lack of metrics can prohibit a business' ability to adapt quickly – that's if or when they know there's a problem.
2. Inability to quantify work volumes to made informed decisions on workforce staffing.
3. Teams underperforming in their KPI's, or are they? Call duration may be related to redundant call flow.
4. Poor lead conversion is often the result of insufficient contact, leaving customers floating around looking for the best deal elsewhere.
5. Often businesses don't recognise the value of their calling until the bill arrives. Special calling rates or bundles can be underestimated or under-utilised increasing unnecessary overheads.

Why NOW Call Analytics?

1. Provide insights to your entire business. Customisable wallboards provide metrics accessible from any device.
2. Flexible reporting grants visibility to metrics that matter – by customer, unreturned missed calls, DDI, abandonment + more.
3. Create threshold exceptions to alert when custom conditions are breached.
4. Quickly identify your busiest hour of the day and forecast future call volumes based on historical data.
5. Connect to Excel, Access, SQL or any ODBC database to display non-telephony based information.

NOW AUDIO, WEB, VIDEO

Give online meetings a face. Make every meeting productive, yet personal, with video that 'just works', without the expensive and complex hardware. Build stronger, more effective working relationships amongst geographically-dispersed teams with the power of video, screen-sharing, and audio conferencing, in one intuitive package.



COLLABORATE

screenshare, whiteboard, and edit.



CONFERENCE

using your existing hardware.



INTUITIVE

Integrated with Office and your NOW cloud phone system.



4 Collaboration Challenges facing NZ Businesses

1. Engaging a geographically dispersed workforce is often a costly exercise with travel and accommodation.
2. Many businesses identify the collaboration benefits of video both with internal and external stakeholders, but the cost of implementation is often prohibitive.
3. It works with this, but not with that. Mismatches in technology soon make solution limitations known, leading to user and business frustration.
4. Network performance, especially outside of your organisation can be an unknown, resulting in a degraded video and speech experience.

Is NOW Audio, Web, Video right for you?

1. Multi-point conferencing means bring your own device. Laptop, desktop, mobile, tablet, NUC with external camera and microphone – you choose.
2. Connect to any network. AWV dynamically adapts to latency and poor quality connections introduced by public internet or patchy Wi-Fi.
3. Bookings are a breeze with the integration of your NOW phone system and Microsoft Office. Click to join meeting invitations and dial-in numbers prepopulated for those on-the-road.
4. Screen-share, whiteboard, record, chat, share documents, remote control – everything you need to collaborate.



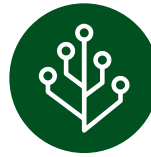
NOW CALL RECORDING

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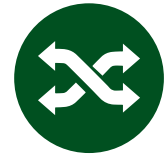
INTUITIVE

simple and intuitive interface minimises training requirements.



EVER-GREEN

Future-proof to work with current and future versions.



FLEXIBLE

Access levels, tagging, exports, & auditing.

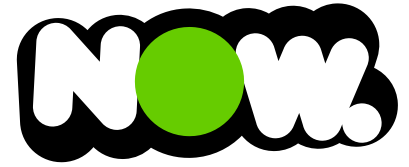
3 Quality Assurance & Compliance Challenges facing NZ Businesses

1. Today's customers are expecting greater levels of service than ever before. Maintaining service levels, the ability to coach and resolve complaints are at the forefront of CX excellence.
2. Whether disclosing terms of trade or processing payments, it's often difficult to ensure compliance for the handling of such sensitive information.
3. On average, how many calls does it take a Sales Consultant to make a sale? If a high number of calls results in a lower number of sales, would you know? More importantly, would you know **why**?



Is NOW Call Recording right for you?

1. Reliable access to call recordings for audit and operational purposes.
2. Ensures compliance in protecting sensitive customer information such as credit card details and comply with current and future PCI-DSS standards.
3. Full audit trail details recordings that are being accessed, replayed or exported by users.



NOW CRM INTEGRATION

Associating your CRM with business intelligence can provide the magic required to enchant customers and ensure their continued loyalty, uncover new opportunities, and increase conversion.



FLEXIBLE

3 levels of integration within leading CRM packages.



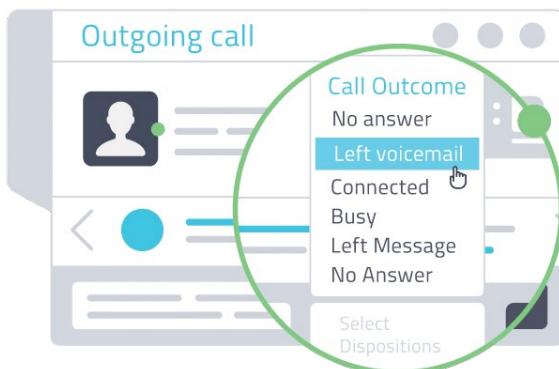
INCLUSIVE

increase engagement through all sites, through all teams.



INCREASE ROI

identify callers, their history, log and create opportunities.



3 Operational Challenges facing NZ Businesses

1. Double data entry is time wasted, and bad data can cost you. 15-45% of operating expenses are wasted due to data quality or duplication issues.
2. You simply don't know what you don't see. How many quality interactions is your sales team having with new and existing customers? Visibility is vital to measure efficiency and drive success from your teams.
3. Building rapport is a skill and a vital part of conversion, but difficult to embed across teams who are disconnected by the 'processing' of calls, instead of focusing on the 360 degree customer relationship.

Why NOW CRM Integration?

1. Improve customer engagement by integrating your CRM. Relevant customer information is presented to your agents when they need it most – during the interaction itself.
2. Strengthen customer relationships through better engagement. Identify, record, and assign opportunities with new and existing customers within your CRM.
3. Increase efficiencies through click-to-dial, automatic contact logging, case management history and agent tagging.
4. Automated Speech Transcription module makes it easy to search for and within conversations or alert you of key words.