

# Everything your contact centre should be

To be the best you need the best. Take the vast knowledge and experience of Rostrvm Solutions, the leading, established and trusted contact centre software provider then choose and use their intuitive, flexible and professional apps in the cloud.



## Inbound

From simple call queuing to multi-skilled, multi-channel contact handling. Powerful routing means that contacts are handled gracefully and delivered to the right person at the right time – **deliver great service where and when it's needed.**



## Outbound

Hit your targets and keep promises to customers with Ofcom and ICO compliant dialling and interactive multi-channel contact. Stay in touch and show the competition how it's done - **delight your customers with proactive service.**



## Agents Anywhere

In the office, at home, on the move . . . scripting, note taking and call outcome capture supported by CallGuide for an effective, compliant and measured customer experience - **say and do the right things with agents anywhere.**



## In Control

Our reports and dashboards deliver information to your connected devices when you need it. Compliant voice recording, system configuration, adds, moves and changes are at your finger-tip - **be in your control from wherever you are.**

A range of packages mean we've got the right choice for you and your business.

FLEXIBLE	FLEXIBLE+	In Your Hands
<p><b>Awesome features, great value</b></p> <p>Automated dialler, skills-based ACD, call blending, intelligent announcements and messages, on-hook waiting, caller surveys, agent scripting with call-back diary, call recording, dashboards, reports and admin tools.</p>	<p><b>Tailor your service with add-ons</b></p> <p>Multi-channel (email, SMS and chat), desktop integration, custom dashboards and reports, unattended dialling, IVR fulfilment, visual IVR, extended training, optimisation workshops, improvement programmes and bundled call charges.</p>	<p><b>On your servers, in your control</b></p> <p>All the technical and commercial benefits of our cloud contact centre service implemented within your own organisation to create your own cloud . . . for those who like their technology where they can see it.</p>
<p><b>£60</b> per agent per month</p>	<p><b>£60+</b> per agent per month</p>	<p><b>£POA</b></p>

poweredbyrostrvm is the easy way to get professional, enterprise grade contact centre capability and getting started could not be easier. We'll want to spend a bit of time to understand your requirements and take you through our straight-forward on-boarding process. We'll then confirm the price and terms of your service package with a quote – just sign it and return it to us and we'll have you up and running quickly and painlessly.

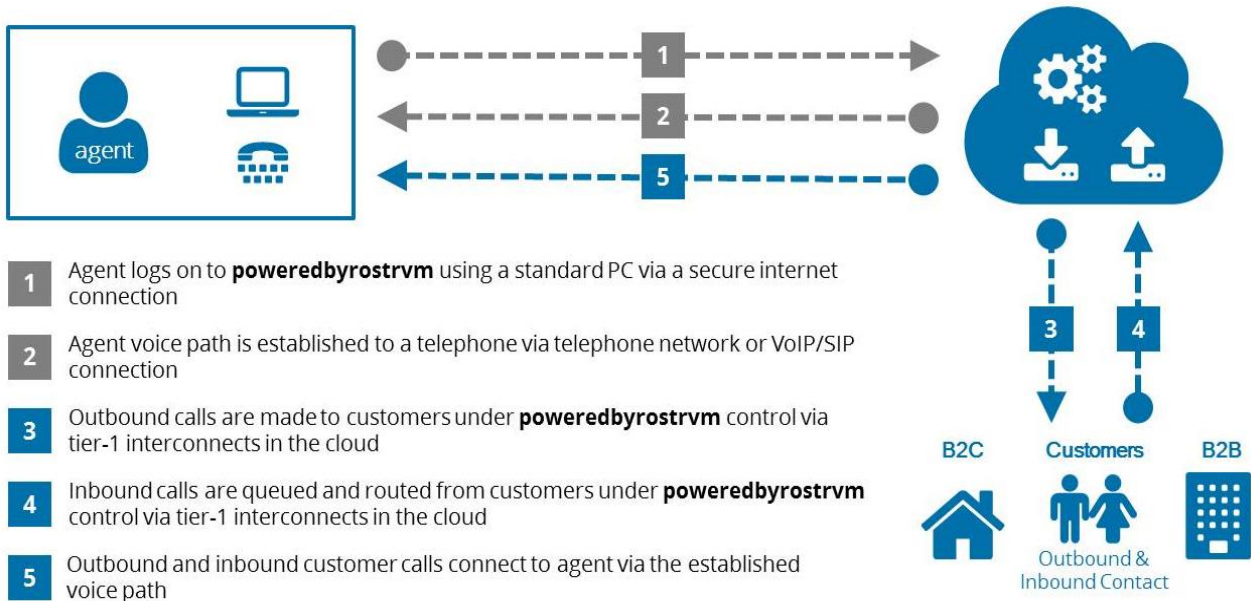
Rostrvm Solutions software has been used by house-hold names in the private and public sector for many years. The poweredbyrostrvm service is reliable, resilient and has been built to deliver enterprise grade functionality and performance.

Get in touch now to find out more about how we can help you to be the best you can . . . **poweredbyrostrvm!**

## Connecting up

The **poweredbyrostrvm** service works with any telephone system. Whether it's hosted or onsite, traditional PBX, IP telephony or UC, hand-set or softphone we overlay it to provide a sophisticated and reliable contact centre service. Aastra, Asterisk, Avaya, Broadsoft, Cisco, Gamma Horizon, MS Skype for Business (Lync), Mitel, NEC, Samsung, ShoreTel, Unity, Toshiba or any telephone network . . . you name it, we can work with it.

Connecting up is a simple and secure process:



The **poweredbyrostrvm** service provides you with an unrivalled combination of capability and flexibility to support centralised and distributed users delivering full functionality regardless of location or the underlying infrastructure.

## What do I need?

We'll use what you've already got . . . standard telephones and Windows PCs.

Your contact centre agents will need a telephone handset that can be direct dialled, a Windows PC (7 or above) and a reliable internet connection to one of the **poweredbyrostrvm** data centres.

For access to the administration tools, reports and dashboards your people just need a Windows PC (7 or above) and a reliable internet connection.

## What now?

All of our people are customer contact and process management experts with years of experience. We're used to dealing with all sorts of people, from those who know exactly what they want to those who haven't got a clue!

Why don't you drop us a line or give us a call for a chat? We'll make it worth your while!