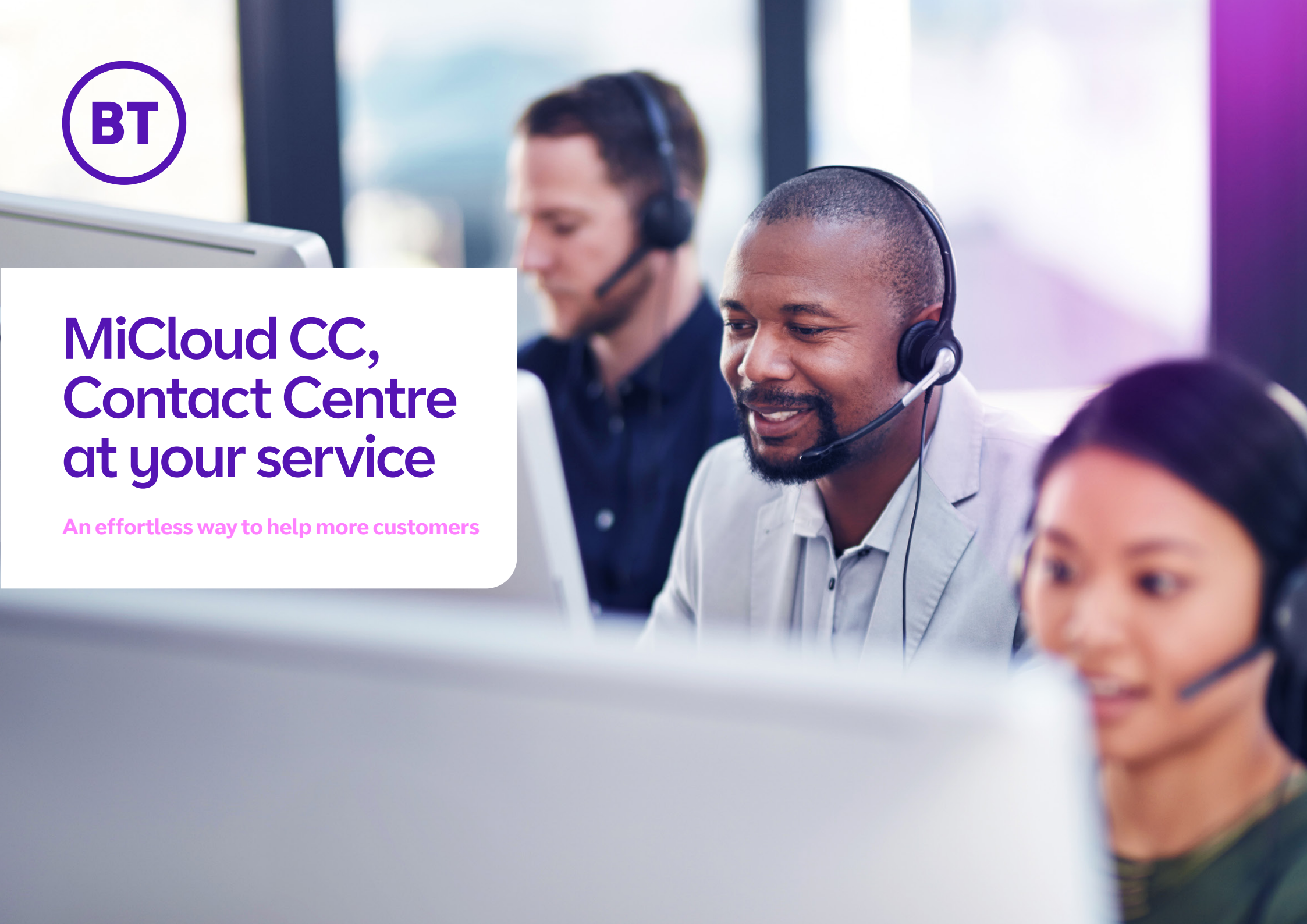# MiCloud CC, Contact Centre at your service

An effortless way to help more customers

Your customers will be happier. And so will you.

Higher customer satisfaction levels and increased sales. Two things nearly every business strives to achieve. MiCloud CC is the cost-effective way for you to do just that.

Meet your customers' high expectations

In today's digital age, your customers want to be able to connect any time of day or night. On the channels they prefer to use. And receive instant answers.

MiCloud CC allows you to exceed your customers' expectations. It will help you deal with more requests, effortlessly, through voice, email, webchat, text, chatbots and social media. A single, powerful, easy-to-use platform giving your customers better, faster service. On their terms. Not only do we offer a full multi-media, omni-channel contact centre, but also a voice only option with advanced functionality.

Located anywhere, scalable anytime

Being in the cloud gives you more flexibility. Your agents can deliver the same great customer experience from anywhere in the world. Plus, you'll also be able to scale easily. Allowing you to meet seasonal and growth demands head-on.

Cut costs, increase standards

Delivering exceptional service doesn't have to break the bank. You can get all you need in a single solution hosted in the cloud. Without spending time and money on servers or additional software.

How MiCloud CC works for you, your people and your customers

MiCloud CC isn't just flexible. It's reliable too. Your communications will never go down due to a single network outage or hardware failure. So you won't miss a beat on your customer support.

All information and voice calls go securely over the public internet or private network to reach their final destination. And for added reassurance, there's the option to backup your data on the other side of the world, in case disaster strikes.

Your team also gets great service. Whether they're in the main office, at a satellite location or working from home in their tracksuit bottoms, they can access the same tools. So they can work with total consistency.
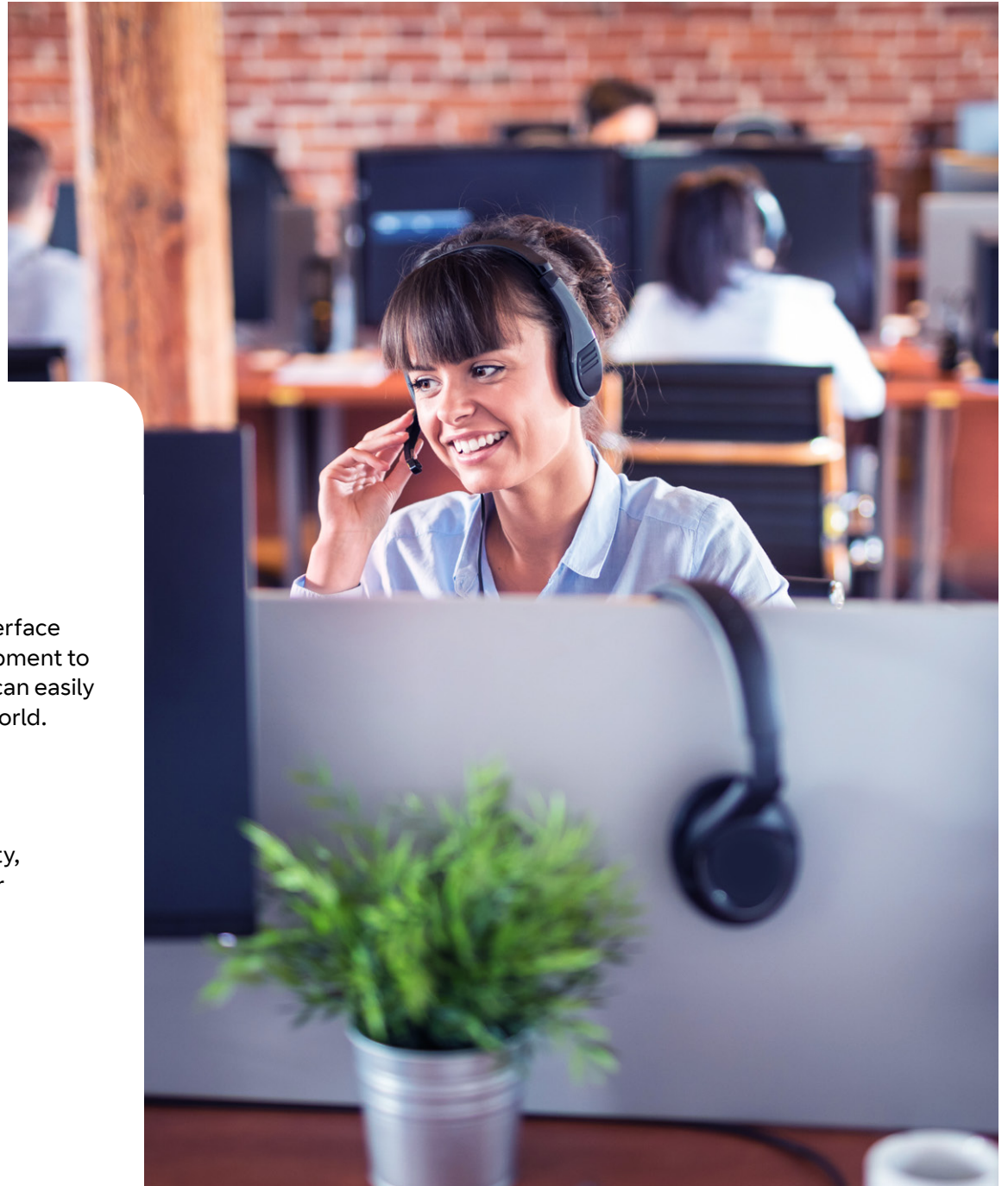
Do more, deliver more

Respond and resolve faster

You'll be able to handle more customer requests, with fewer agents. Agents can channel hop with ease, while the real-time collaboration tools give them the power to resolve customer enquiries first time.

Effortless administration

The simple drag-and-drop interface lets you create sophisticated interaction flows, without complex programming.

Better contact centre performance

Your centre supervisors can access real-time and historical reports to measure, manage and drive efficiencies.

Cost-effective agent locations

The browser-based user-interface requires no software or equipment to be installed. So your agents can easily work from anywhere in the world.

Work in harmony

To maximise your business' performance and productivity, MiCloud CC connects to your key business applications.

How to get in touch

Use MiCloud CC to build stronger relationships with more customers and boost your sales. Get in touch, or visit **www.bt.com/micloud-uc**

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