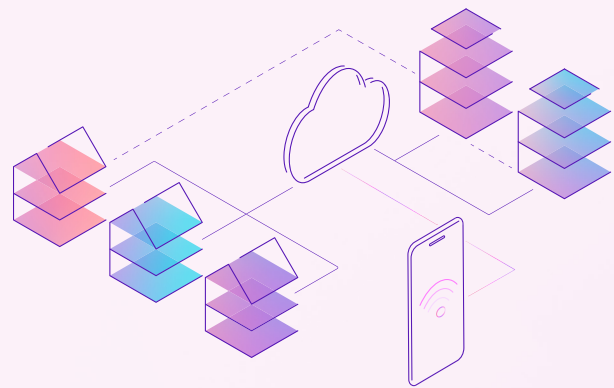




# Are you ready to migrate to digital?

The current phone system we all rely on uses circuit-switched technology based on traditional copper wires. For decades, it's not had the speed, capability or resilience modern businesses demand.

That's why, in the UK, the PSTN is being replaced by an all-digital network known as IP (Internet Protocol) by 2027. You can migrate to the cloud, and access its many benefits, right now.



## A faster, smoother, better experience

Say goodbye to slow data transfer, glitchy video calls and suboptimal online teamworking services. And access next level voice, data, and video communications.

### With IP, users can expect:

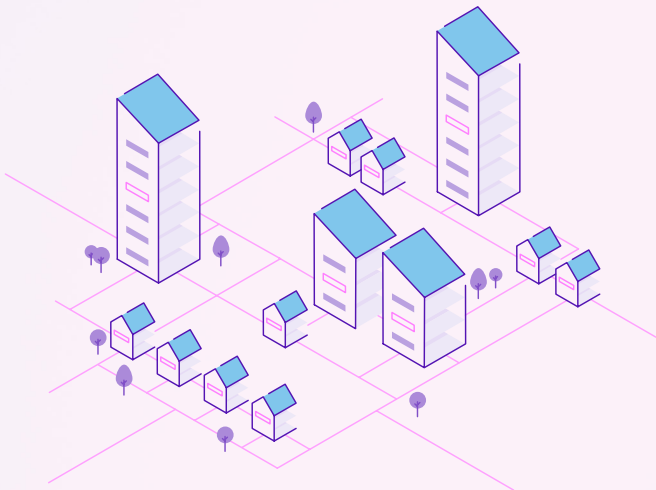
- ✓ fantastic reliability
- ✓ increased data transfer at faster speeds
- ✓ the ability to handle a wider range of multimedia services
- ✓ more flexibility across all digital comms
- ✓ seamless integration into existing digital tech and services.

## Be prepared

Up to 70% of business and IT leaders think moving their communications to the cloud or a digital voice solution will be easy. And more than half (57%) plan to start their move within the next six months. But don't underestimate the task.

It's all too common for companies to have complex legacy systems to navigate, and dedicated resources are rarely available to manage and execute such essential programmes of work.

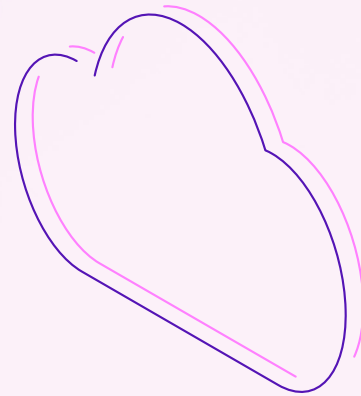
To keep delivering excellent customer service without disruption, a robust migration programme is essential.



## Transform your contact centre credentials with BT and Five9

Moving your customer contact centre to the cloud can be daunting due to high levels of technical complexity and business risk. BT and Five9 understand what's at stake. That's why we use our world-leading expertise and global experience to help all our customers get a tailored solution that's right for them.

BT and Five9 have collaborated to migrate hundreds of contact centres to the cloud. We're now delivering easy-to-use solutions that empower your business to give more customers reliable, exceptional support.



## Lean on us

Our business analysts can perform an operational review where they:

Look at your current contact centre solution.

Identify technology gaps between current infrastructure and your business strategy.

Provide a benefits statement of features - enabled by BT and Five9 - that deliver to the business strategy and support your business case.



*"This is a complex project with a strict and shortening timeframe. It requires coordination, collaboration and leadership from within."*

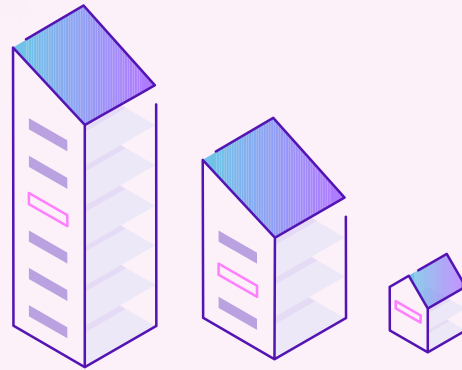
**Steve Blackshaw**, IP Migration Director, BT

# Elevate customer experience and business operations

What to expect from a BT and Five9 cloud contact centre.

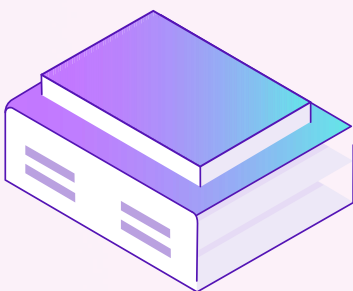
## Migration programmes as unique as you are

BT will audit, assess and analyse your infrastructure, integrating with existing tech where possible to give you the best value.



## Moving at the right pace for you

We can start small with moving a few agents or implement digital transformation at scale, respecting your business requirements.



## Your workforce, optimised

With us by your side, you can expect improved ROI, cost savings, agent productivity and first contact resolution.

## The best AI experience for you and your customers

Integrating the power of AI with the understanding of your agents, increasing productivity and customer satisfaction.

## Improved value, increased choice

Tap into our AI customer self-service and Virtual Agent and Agent Assist coaching.

## A customer experience they want

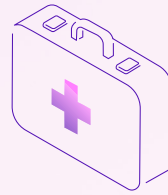
Open up more digital choice including voice, email, chat, SMS or social, with handovers across channels for the entire customer journey.

# Why use solutions from BT and Five9



**150,000+**

named agents



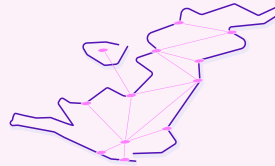
**90+**

NPS Pro services



**99.999%**

availability of  
end-to-end service



**400+**

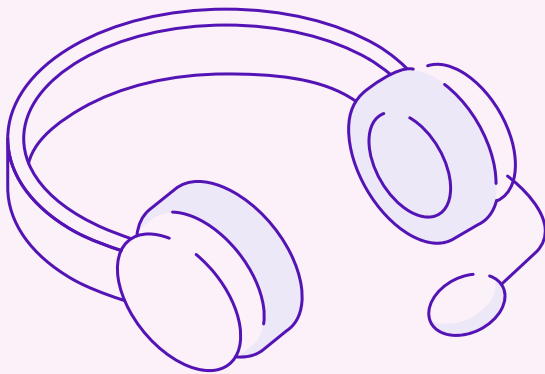
global technology  
software partners



An open, configurable and  
customisable platform



A complete 'solution-as-  
a-service' you can rely on



## Contact us today

Be on top of the IP migration and  
elevate your customer experience to the  
next level. We're always here to help.

### Offices Worldwide

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