Open Communications Portal
Contact Centre, on demand from the cloud.

Helping to cut business communications costs, and Increase efficiency with our feature rich solution.

Propensity

Customer Interaction Management Suite

Manage your inbound and outbound contact centre communications on a hosted pay as you go basis

Communications as a Service

Propensity's Open Communications Portal is a fully managed & hosted Business Communications package.

OCP is a fully featured Enterprise grade platform, supporting a comprehensive set of Customer Interaction management tools.

Customer Interaction Management – robust, on demand, Call Centre apps, with, real-time activity reporting, historic analysis and integrated workflow tools.

Improving efficiency and visibility of interactions, on a "pay as you go" basis

Eliminating the need for you to maintain costly phone equipment. Propensity's phone system, contact centre technology & applications that "never grow old".

On Demand - Call Centre

Propensity's fully functional Call Centre applications are delivered on a dedicated carrier-grade voice network from our secure data-centre.

Why pay for ""out of the box" when you can have the flexibility to only pay for what you use today.

Our "Out of the Cloud" call centre solution

- Auto Call Distributor,

- Skills based routing.

- Interactive Voice Response

- Real-time queue management,

- Agent management/desktop.

- Activity based reporting

Built to open-standards –

- SIP/VoIP platform. Carrier Grade
- Support for inbound & outbound calling
- Integration to workflow tools

From a standard web browser,

- telephone and your desktop act as one.
- configure & control the agent's telephone to accept inbound calls, or
- initiate a new, outgoing call and create caller scripts.

www.PropensityMarketing.com

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Propensity Contact Centre

Propensity Contact Centre is a fully featured customer interaction platform that has been designed to be both responsive and robust.

With Propensity Contact Centre, your business processes , workflows can be mapped, your operations run smoothly and you have the tools to measure each activity.

Auto Call Distributor (ACD)

Our ACD automatically answers incoming phone call and routes the phone calls using our computerised phone system and software.

It can handle high call volumes, distribute calls intelligently amongst your team and minimise call hold time, enabling your business to enhance staff productivity and improve the customer experience.

Our ACD manages multiple call queues, keeps a log of call group activity, and monitors call activity such as call queues, agents, and on hold times.

Depending upon user defined business rules, our automatic call distribution systems create different processing paths for different callers

Dynamic Call Handling

Call routing allows calls to be assigned to agents based on availability, skill to ensure calls are handled quickly and effectively by the most appropriate agent, regardless of location – in the office at home, on a mobile phone, or anywhere else in the world.

Contact Centre supervisors can monitor and measure all agents collectively, regardless of physical location.

In queue announcements can be configured to support caller interactions while waiting in queue.

Each announcement can both announce information as well as accept caller input to redirect their call to other destinations.

Overflow and Interflow queuing provides intelligent options to handling situations where callers are waiting too long, by automatically applying additional resources to answering calls or by diverting callers to alternative service options.

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Detailed Reporting

The Six Sigma DMAIC process - Define, *Measure*, Analyse, *Improve*, & Control - says it all.

To control & improve any process you need to be able to measure what you have.

From the Propensity Reporting Portal, using any browser, any where, you can measure SLA targets, agent activity, with a level of details that can include listening to any call in the queue.

Operations Managers

From any browser, Operations managers have ...

- detailed report of call centre activity, down to each call on each queue.

- reports by single queues, or by user-created queue groups

- activity statistics and duration by call stage, with daily, hourly, weekly breakdowns.

- Measure agent activity during the day, both on ACD and non-ACD time, with billable and non-billable work times.

Team Leaders

- real time call and agent reporting, can be broken down by queue, agent group
- agent status and real-time activity.
- Real-time wallboard

Agents

- see the calls they're handling and optionally passing data gathered from IVR menus or Caller-ID.
- Set call status codes (e.g. Sale, Contact?) through the GUI
- Log-on, log-off, go on pause and set pause reason codes.

IT Managers

- Highly scalable – delivered from the cloud – small technology foot-print.
- No need to maintain, patch or modify the hardware/applications.
- Easily manage calling script through browser interface.

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