



Overview

Hardware PABX Based Systems

Call Centre's can have very complex and specific requirements, well beyond simple 'Hunt Group' facilities that are available on most PABXs. From CTI, Complex IVR integration, and Skills Based routing to Call Centre Reporting, BtL is able to design and implement solutions to maximize the investment and business benefit.

Network Based Solutions

Network based call centre solutions are ideally suited to applications where the agents are in multiple sites or are home based. There is also a far shorter lead time required to setup a network based solution and much lower upfront cost.

The service also benefits from being part of a carrier grade network with the inherent gains in scalability and resilience. Network based solutions are effectively complex Inbound Solutions. They allow agents to log in from anywhere, any time.

Remote Agent Solutions

Remote Agents allow a business to have a more flexible workforce, able to respond to periods of demand more easily than a traditional call centre. Other considerable gains are made in reduced property costs and a wider pool of people able to be recruited.

One of the key enablers of this solution is the ability to manage remote agents as though they were in a single centralised location through enhanced reporting tools.



Predictive Diallers

Outbound Call Centres can make significant productivity gains through the use of predictive dialling. This can range from simply saving the agents from the need to dial right through to anticipating when an agent will come available and dialling multiple calls in advance of this to ensure there is no wasted time.

BtL's Direct Connect voice services are also particularly attractive for outbound call centres, combining carrier resilience with low call charges.



Outbound Voice and Fax Calls

Direct Connect

Connecting directly to alternative carriers rather than using 'switched access or CPS' over BT lines allow the alternative carriers to offer improved rates. **BtL** can offer direct connections to a number of carriers. BT will still in most cases provide the line and it will work in the same way as the ISDN line it replaces or works in partnership with.

We have chosen a carrier that will give the most benefit for international & National calling.

There would be an estimated one off Install cost of £2,500 and monthly line rental of £345. The rental cost would not be additional



(unless extra capacity is needed) as it can replace one of your fully configured ISDN30 circuits that costs around £500 per month. The installation cost would be paid back in 6 months or less.

Switched Access or CPS

This is the traditional and still the most popular way for companies to profit from **lower call costs** without compromising call quality and flexibility. With switched access you can easily take advantage of the best rates in the market, and also benefit from diverse carrier routing for resilience, but still have the ability to manually override or reprogram within hours should you wish or need to.



CPS (Carrier Pre-Selection) is implemented by simply informing BT that **BtL** are now the new service providers. BT then program your local telephone exchange to direct your calls to **BtL**'s chosen carrier.

Whether switched access or CPS, **BtL** will undertake a cost benefit analysis to see what solution fits the best. Often CPS is chosen, as the costs of implementation are less (£5/line) whereas PBX may cost £200 to be reprogrammed. However if your phone system has been programmed away from BT in the past the programming will have to be removed before CPS can be effective.



Other Locations

BtL can also save you money on calls from your home workers or senior management without the need to program your phone system, or in cases where you don't have a phone system. This is achieved by using Carrier Pre-selection (CPS), which is a BT service. CPS instructs the BT telephone exchange to direct all calls via **BtL**.

CPS can be a particularly useful for employees that would normally claim business calls from home back from the company. Using CPS or switched access means you can automatically pick up the costs of the calls whilst still keeping the individual detail for control and audit purposes.

Please contact **BtL** for more information including full rate cards and all international destinations.

Contact Us!