

“Hello, thank you for calling, your call is important to us.”

Did you know..?

20 seconds can be saved on every incoming call - save an average **135 hours per week** just by implementing CTI Software!*

*Based on an average 100 agent call centre handling 50 calls per agent

10% of outgoing calls are misdialled - CTI dials with a mouse click, eradicating error.

The main annoyance for customers is **getting passed round in an IVR** - CTI call routing delivers the call to the right agent first time, every time.

Imagine knowing all this...

- Full name, company, address and location
- Call history and sales history
- Reason for call / logged faults
- What language to use

...before taking the call!

CTI enhances your contact centre by:

- Individual caller treatment, from the moment the telephone rings
- Enhanced customer experience
- Facilitating cross-selling and up-selling
- Reducing the number of interventions it takes to accomplish a task
- Eradicating outbound call misdialing
- Saving 20-60 seconds on every call
- Creating a professional image
- Improving call handling
- Increasing speed of call answer
- Directly routing calls to the best person
- Increasing first call resolution
- Increasing customer retention

Advertising

What better advertising than someone raving about the great service they have received from your organisation on social networking sites, rather than ranting about poor service.

But how
important
am I?



Improve efficiency and customer service with individual caller treatment

Customer Service

At Britannic Technologies, we believe that all customers should be treated as individuals and customer service is our highest priority.

Let us increase your customer satisfaction by providing tools to greet your customers personally and speed up call resolution.

netCONNECT from Britannic Technologies provides a high level of computer telephony integration (CTI) previously only available via large, expensive contact centre solutions, at a fraction of the cost.

Customer retention

Your customers know why they are contacting you. Great service is knowing your customer and why they are calling. Today's customer has high expectations and is willing and able to move to a new provider.

Retaining a customer is 7 times cheaper than gaining a new one. Treating your customer as an individual helps retention.

“The ability to integrate telephony with the rest of our business systems and the CTI software that Britannic have developed for us has been critical to the growth of our company.”

IT Director, Trailfinders

The Solutions People



We are award winning specialists in IP communications, systems integration and managed services. Our holistic approach to technology enables us to work with our customers and world-leading partners to maximise their investment in ICT.

Partnership

We work in partnership with our clients, ensuring that our technology and services accurately support their business requirements, internal communications and customer expectations. Our approach enables customers to profit from integrated communication technology, maximise efficiency, achieve substantial cost savings and plan for the future with confidence.

Best of breed

We were founded in 1984, and have developed our position within the fast evolving telecoms market place by partnering with world leading manufacturers and service providers to deliver best of breed solutions to organisations throughout the UK, constantly underpinned by our total commitment to customer care and integration capabilities.

Software development is one of the cornerstones of our business. Today we are one of the largest and most technically able independent communications companies in the UK, providing both national and international solutions. We specialise in IP Communications, Networking, Systems and CT (Computer Telephony) Integration and Applications Development.

Quality support

From our headquarters in Guildford we directly support in excess of 1,400 organisations in a wide range of areas across the public and private sector, with customers such as the BBC, WWF, Trailfinders, CitySprint and BDO.

Consolidation

We are focused on providing our customers with quality products and services that support and enhance their business requirements - with a structured development path for the future. Our approach enables our customers to rationalise their

suppliers and service providers with a partner who has the technical and commercial expertise and desire to take ownership on behalf of our customers.

Customer first

We are committed to keeping pace with the evolving market place and continuously improving the products and services we offer our customers. We have implemented BS EN ISO 9001 as the model for our Quality Management System - which provides the framework to monitor our development and support our highly customer focused approach to business. Our 'customer first' ethos has created strong relationships, many of which now span 20 years.

Award winning

We have a vision to succeed through partnership with our customers, suppliers and staff to exceed expectations and meet future market requirements through innovation and development. This approach has helped us win many industry awards.

How we deliver a more efficient, resilient, flexible, adaptive, manageable & cost efficient ICT infrastructure:

- Needs assessment & requirements evaluation
- Vision creation
- Audit existing environment
- Gap analysis
- Creation of migration plan/phases and associated strategies
- Execution of the phased plan