

Enterprise Contact Center

Enterprise contact centers represent a huge impact on revenue growth and profitability. Companies continuously look for ways to cut costs and focus more on revenue-generating activities by implementing the right technology, processes and applications. The SCC Pro can automate regular processes to save agent's time by using IVR linked to a database and unlimited call routing options. It also offers call recording, to help agent development and faster issue resolutions as well as over 90 pre-configured historical and real time reports, which allow supervisors to manage both their staff and customers.

What you should focus on:

- Financial Services, public sector, utilities, travel and education, sales and services, helplines and tech support desks, billings and accounts
- Business goals as well as levels of customer service and employee moral
- Productivity levels on handling inbound inquiries or dialing out
- Simple license structure, installation and maintenance
- Efficient resource planning

Who to talk to:

- VP of Operations
- Director of Operations
- Controllers
- Supervisors
- Managers



Interview Questions:

1. What are your company's goals and objectives?
2. What resources do you have available – budget, timeframe, number of agents, etc.?
3. Do you have remote agents?
4. What are your current call center related costs?
5. Who is involved in the decision process?
6. How many calls do you receive/make a day?
7. How many calls do you lose?
8. How long will callers wait before they hang up?
9. What back office processes consumes your Agents time?
10. How much time does it take to produce the data that you need to run efficiently?
11. What's the future strategy of your company?

SCC Pro Benefits:

From IVR, overflows and skills-based routing to workload balancing and virtual queuing, Samsung Contact Center (SCC) Pro is specially designed for larger organizations with more demanding requirements than the typical inbound/outbound contact centers. Minimize lost calls and improves response time to calls. The SCC Pro helps to:

- Improve agents' performance
- Enhance customer satisfaction
- Empower staff with better time management
- Automate routine processes for efficient operations
- Acquire better business intelligence through reports at your fingertips
- Lower employee turnover

Tips and important considerations:

- Ask your contact about the decision making process. The process can range from supervisors, IT and operations to finance. Make sure you know the company's influencers.
- Address the right questions to the right people – a CFO will not appreciate you asking functional questions, which the supervisor will have the answers to.
- Always take the time to illustrate the benefits of each element of your proposal, demonstrating both the benefits and the ROI implications or potential cost savings. For example, an increase of 10 seconds in an average call length in a call center handling a million calls a year adds up to an additional 3,800 hours of staffing.¹ Other helpful stats are: the typical contact center reports a total turnover rate of 20% a year. On average, replacing one agent equals 16% of the gross annual earnings of a call center worker. Call center reports an average of a 5% growth rate in annual sales.²
- Take the time to understand what's keeping your prospects awake at night – is it customer service, sales conversion rates or could it be staff retention?
- Having qualified your opportunity, the best way to progress the sale is via Demo. A demonstration of the solution increases your conversion rate significantly. Demo software deals are available for you to help you become an expert!
- We have available a set of tools, including Webinar content, datasheets, pricing tools, and quote templates. Please, check on Samsung's Partner Portal for more information.

Key Features and Functions:

- Supports 100 queues and 500 agents/supervisors
- Integration into Customer Business Applications
- Call queuing and conditional routing
- Unlimited time and routing plans
- Skill/priority-based routing with 9,999 skill levels
- Personalized wrap up and unavailable codes
- Position in queue messages
- Call recording with PCI stop/start
- User friendly IVR design and programming application
- Fully scriptable IVR
- Multi-device application, including PC, tablets and smartphones
- Historical and real time reports with data archive management
- Intuitive web-based administration interface
- SIP connectivity
- Customizable ACD wallboards
- Queuing of voicemails, so callers can let a message take their place in the queue
- Compatible with Samsung OfficeServ 7000 Series v4.65 or higher, and Samsung Communication Manager (SCM) v4.0 or higher.

Samsung SCC Pro includes:

- **Call Routing** – Conditional Call routing via ACD Engine, skill-based routing, unlimited queues
- **Business Intelligence & Reports** – Granular reports based on ACD engine including business intelligence
- **IVR** – built-in interactive Voice Response System
- **Call & Screen Recording** of agent calls

Benefits:

Minimize lost calls and improves ratio of first call resolution

Have information at your fingertips for benchmarking and performance measurement

Enables efficient operations through routine processes automation

Improve Agents' performance and business processes

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¹ The Contact Center Selection Checklist (2014). Compare Business Products. <http://www.comparebusinessproducts.com/contact-center>

² The Global Call Center Report. <http://www.ilr.cornell.edu/globalcallcenter/upload/gcc-intl-rept-us-version.pdf>