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Callmedia CX Now

Delight your customers in an on-demand world

Callmedia
CX Now

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The nature of customer contact is changing

Contact centre technology is constantly evolving, keeping up to date can help you significantly improve your customer experience.

If you are currently only able handle voice calls and emails, it's time to make a change. Your customers are expecting to contact you when they want to and by multiple digital channels including webchat, SMS and social media. Managing customer contact can be expensive so resolving issues quickly and avoiding unnecessary agent involvement can ensure that your resources are focussed on delivering the maximum value.

The days of investing in fixed cost solutions are over, leading organisations are now implementing usage-based models so that their licence utilisation is optimised. New deployments are now increasingly cloud-based and benefit from a "pay-as-you-grow" commercial model.

The recent global pandemic has highlighted the need for customer contact to be extremely agile. The ability to utilise agents in distributed locations and to respond rapidly to changing circumstances can be critical for business survival.

Customer experience is critical

Callmedia CX Now is one of the easiest to use, omni-channel contact centre solutions available today. It helps organisations improve their customer experience by ensuring the right interaction with the right agent at the right time, every time. By providing timely relevant information it enables agents to handle enquiries easily, leading to rapid resolution and reduced agent time.

The product helps you increase efficiency by using self-service and AI tools to automatically manage simple enquiries, provide overflow capability and optimise contact handling. It is a well established and proven product, which is now completely cloud-based, accessed via the Internet and quick to deploy. It improves your business agility and helps you reduce the cost of providing a great service.

Callmedia CX Now readily integrates with most of the leading CRM applications and provides built-in performance reporting. It also has comprehensive outbound calling capability, is highly scalable and can be integrated seamlessly into your existing processes and workflow via its comprehensive suite of APIs.

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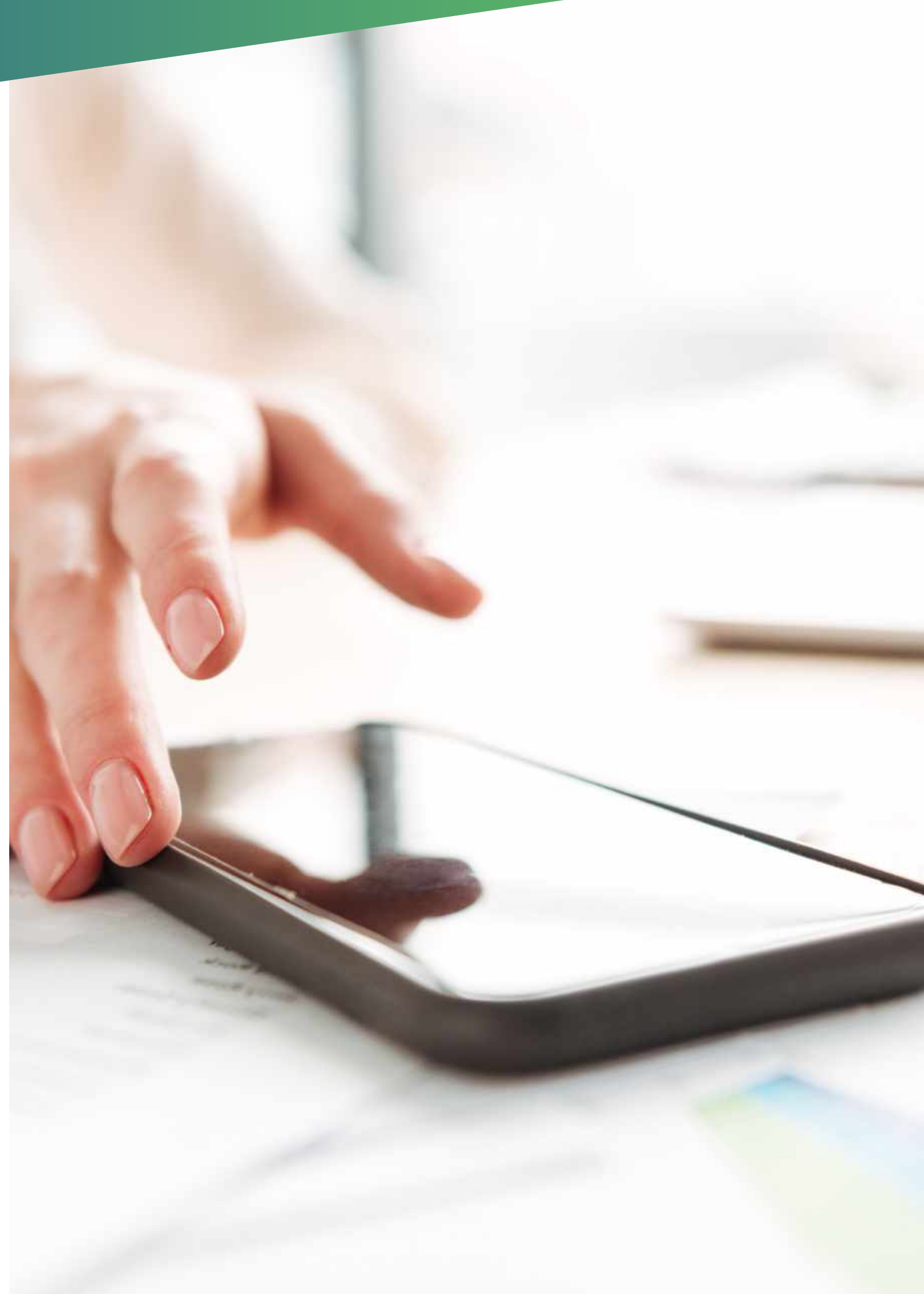
Transform your customer contact with Callmedia CX Now

The right interaction with the right agent at the right time, every time.

Exceptional routing

Customers want their contact with you to be easy and efficient. Whether through chat, phone, email or text it's their expectation that you will deliver a high-quality customer experience.

Callmedia CX Now excels at omni-channel customer interaction and is exceptionally good at intelligently routing an enquiry to the most suitable agent. Its outbound capability is also strong, including the ability to automatically switch agents from inbound to proactive customer contact in quiet periods.

Customers can choose how they want to engage with you and Callmedia CX Now blends enquiry channels into a single interface, which allows the agent to respond through the channel most appropriate for the customer and the situation.

Excellent management information

Measuring the performance of a contact centre is at the heart of a well-run operation and understanding the customer journey as they interact with you is key to optimising their experience. Agent performance metrics are also critical for interpreting and optimising contact handling.

As well as a full range of standard reports, Callmedia CX Now includes the ability to easily interrogate and export data to other business intelligence tools.

It has a rich suite of tools for measuring, reporting and displaying performance and easily interfaces with common contact centre technology and CRM systems. Additionally, through its suite of well-developed APIs the product readily integrates with other business intelligence systems such as Microsoft Power BI.

Driving agent productivity

Callmedia CX Now ensures that an agent's time is optimised and delivers the maximum value for the organisation, which is essential for an efficient contact centre operation.

Handling an enquiry effectively with a well-motivated and engaged agent delivers a much better customer experience. The excellent contact handling tools, including interaction history, email management and webchat multiplicity, ensure that agent time is saved wherever possible.

Capturing customer contact history is also a key Callmedia CX Now feature. The deep integration of email, SMS and webchat information ensures that a complete picture of past interactions is clearly presented to the agent during a call. The product also has auto-answer and screen-pop features, which can shave significant seconds from the time spent on each interaction, resulting in a greater number of tasks per agent.

In addition, the system is able to schedule call-backs to customers when waiting times are high, maximising agent productivity and reducing waiting times.

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# Significantly improve customer experience and agent productivity with Callmedia CX Now

Empower your customers

Callmedia CX Now lets your customers choose how they contact you. Via chat, SMS, email or phone, it provides a consistent experience.

Optimise performance

Maximise productivity with Callmedia CX Now through efficient agent allocation, contact handling and comprehensive performance reporting.
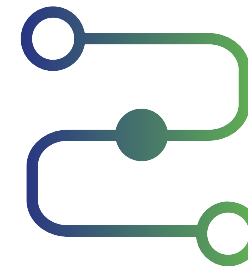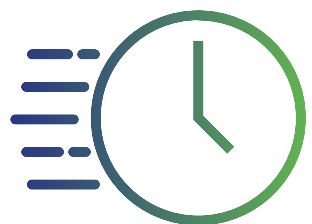
Intelligent routing engine

Callmedia CX Now gets the enquiry to the right agent first time, optimising your customer experience and agent productivity, whatever the channel.

Make it easy

Give your agents a single, easy-to-use desktop that handles every interaction including calls, SMS, email and webchat.

Reduce time to value

Callmedia CX now readily integrates with existing systems to ensure that you can quickly benefit from increased productivity.
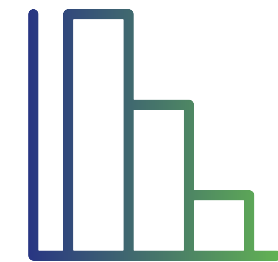
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Track the conversation

Follow your customers' conversation and make sure you always have the data you need to respond quickly. Wherever customers engage, you'll be there.

Made for the cloud

Callmedia CX Now is fully cloud based, easy to support and scales in-line with your business.

Outstanding value

The flexible licencing model and competitive price make Callmedia CX Now an extremely cost-effective omni-channel contact centre solution.

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Contact centre challenges

Here are some typical problems that Callmedia CX Now addresses.

"Our contact centre can only handle phone and email enquiries"

How this affects you…

our Net Promoter Score is declining, and we are losing business because of our poor customer experience

What if you could…

deliver an omni-channel experience and increase customer engagement

With Callmedia CX Now you can…

implement a system that enables multiple channels and allow agents and customers to switch between them

"We have a legacy contact centre, which needs to be upgraded, but our IT environment is complex"

How this affects you…

we are concerned that a new solution will be difficult to integrate and disruptive to install

What if you could…

replace your existing system with a scalable, cloud-based solution that seamlessly integrates with your existing technology

With Callmedia CX Now you can…

quickly replace your legacy architecture with technology that easily integrates with common CRM applications

"Our customer service is poor yet our cost to serve is increasing"

How this affects you…

we need to make a change to improve performance but its too costly to do with agents alone

What if you could…

reduce the number of agents and deliver an improved customer experience

With Callmedia CX Now you can…

drive significant efficiency in your contact centre by intelligent call routing and excellent agent productivity tools

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Why Maintel?

Maintel is a cloud and managed services company with a focus on communication solutions. Our people become trusted advisors for our clients, creating value to help them improve their business through digital transformation.

History, delivery & growth

Founded in 1991, Maintel became AIM listed in 2004. Significant organic growth continues to accompany the success of the business, feeding expansion of its global footprint with additional international capabilities to support requirements for almost 7,000 customers following the acquisition of Azzurri Communications in May 2016. The highly skilled team of over 700 Maintel people has also grown through the acquisition of several key enterprise technology providers, whose expertise complements the core Maintel proposition.

Transforming digital business

Maintel is a fast-growing provider of managed communications services for the private and public sectors. We're experts at securely connecting our customers in the office, on the move and in the cloud. We make collaborating and communicating simple, flexible and secure for your employees, partners and customers through our committed personnel, respected expertise and the highest quality managed services

Technology leaders

Maintel's core expertise encompasses unified communications, contact centres, workforce optimisation, security, mobile, connectivity services and document solutions. By combining skills and technologies from vendor and carrier partners with the highly accredited capabilities of its in-house experts, Maintel provides complete end-to-end solutions delivered on-premises or via the cloud.

Working with experts

Our deep understanding of customer contact technology combined with our long track record of delivering solutions to businesses and public sector organisations, means that we have the experience to design and implement cost-effective technology that seamlessly integrates with your existing applications. In addition to Callmedia CX Now we can also integrate solutions from a wide range of vendors and technologies, including WAN, LAN, Mobilty, UC and Security solutions.

Agility & speed

The cloud-based contact centre solutions we provide allow customers to easily add or reduce capacity as required. In addition, they are quick to deploy and readily interface with existing systems. This is achieved by leveraging our 20 years plus of contact centre experience in multiple environments and numerous business sectors. This expertise combined with our own dedicated service teams ensure that we can not only deploy services quickly, we can also ensure they have high in-life availability.

Designed for Customer Experience

Callmedia CX Now is designed to help attract, engage and delight your customers. By implementing an omni-channel solution, we enable you to seamlessly integrate the customer experience across multiple touch points, switch between them and optimise agent productivity.

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