VoltDelta
A ZephyrTel Solution

Optimising customer experience at every touchpoint is paramount

Despite the temptation to use technology to automate customer interactions and reduce costs, this can be a false economy, especially with complex enquiries or when customers are unhappy and at risk of leaving. Customers still value the human touch, with the majority still preferring to engage directly with a contact centre agent. Reducing this opportunity risks alienating customers and increases the likelihood of churn.

VoltDelta is a global provider of multi-channel contact centres and directory service solutions. Our solutions are underpinned by expertise in customer experience management, voice automation, signalling, search engine and search strategies, as well as interface ergonomics combined with a deep understanding of contact centres and directory services environments.

Intelligent contact management to optimise customer journeys

VoltDelta contact management solutions enable you to improve customer care and grow your business whilst reducing operating costs. Solutions include multi-channel call routing, IVR, ACD and other tools, enabling virtual contact centres across the world.

Achieve more with VoltDelta solutions

OASIS
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VoltDelta Oasis Contact Centre

OASIS is a cloud-based, multi-channel contact centre service offering service differentiation and flexible call routing. No on-site equipment is required as administrators are provided with a web-based management portal, enabling complete control of the contact centre service.

OASIS supports customers in the delivery of emergency and Telecare services as well as sophisticated multi-channel customer contact operations. The platform is capable of underpinning large-scale virtual contact centres across multiple centres and countries.

Features

Delivered totally from the cloud
All agent applications are delivered as "click-once" deployments and all routing, user-management and reporting is carried out via a customer web portal.

Multi-channel communications
Supports a wide range of contact channels including phone, email, web chat, SMS and social interactions. Non-voice media are routed to agents using the same logic as for voice calls.

Highly flexible routing
Offers a wide range of routing capability, using a graphical routing plan, with flexible queue assignments to support skills-based queuing, VIP and customer value-based routing.

Intelligent contact management
Able to track all contacts a customer has with an organisation across all channels, providing the agent with a genuine 360 degree view of the customer.

Implement a virtual contact centre
The **OASIS** cloud-based contact centre greatly simplifies the creation of a virtual contact centre including all existing call centres, branches, remote staff and back-office experts.

Centralised call and screen recording
Implementing **OASIS** call recording ensures that the full end-to-end call experience is recorded, including any IVR interaction, inclusive of the agent desktop and across all agents.

Supports industry leading CRM
Integrates with a range of leading CRM systems including Microsoft Dynamics and Oracle Service Cloud (RightNow CX).

Outbound Dialler
OASIS also supports both preview and progressive outbound dialler capability, with either simple list upload or programmatic interface available.

360

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VoltDelta 360 Directory Service

360 provides a complete solution for Directory and Operator service providers.

Features

Search Engines
360 Search – fast and comprehensive set of directory services search capabilities.

Agent Workstations
Speed and ease-of-use combined with advanced search capabilities, putting answers at agents' fingertips immediately. Features include simultaneous lookups across multiple local databases and within integrated websites, personalisation and caller profiling, map integration, shopping cart functionality and booking reservations.

Data Management
Powerful and flexible platform for gathering, cleansing and merging data from multiple sources into a complete, up-to-date database.

Internet Directories
360 Web is a complete solution for building and maintaining dynamic web directories for a range of needs.

With **VoltDelta** contact management solutions you can...

Reduce costs
Increase revenue
Improve customer experience
Increase ROI

Why choose VoltDelta?

VoltDelta contact management solutions deliver cost-saving value, deployment flexibility and reliable performance, adapting to handle peak call volumes and providing the best customer experience.

Our integrated solutions are tailored to enable our customers to increase sales, boost retention and reduce operating costs, with proven scalability and reliability.

Better customer experience
Enabling a single customer view across channels
Customer specific routing: VIP, lifetime/value-based

Reduced service delivery cost
Range of customer contact automation tools
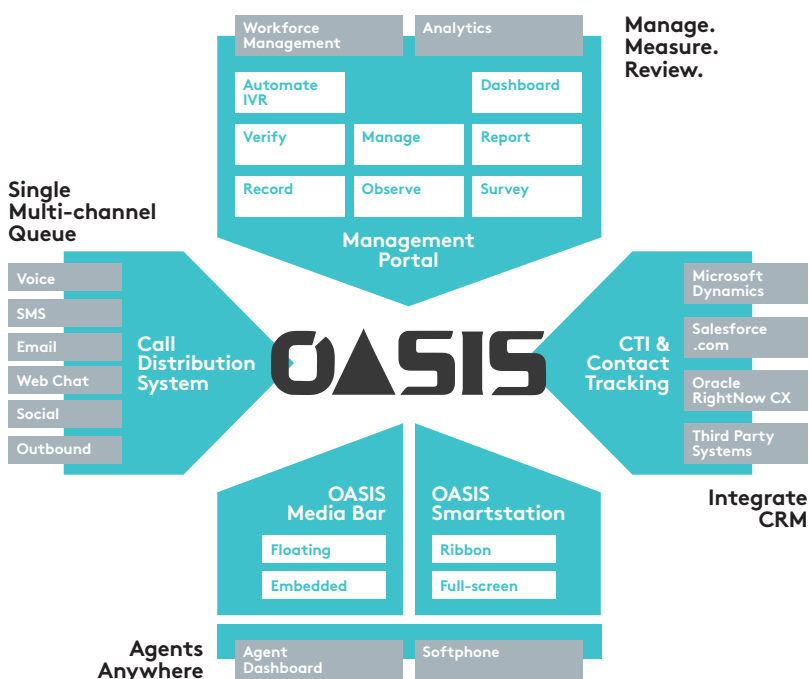Workforce Management integration

Integrated working
Back-office systems interworking
Integration with industry leading CRM including Oracle Service Cloud and Microsoft Dynamics CRM

Scale and reliability
High availability, scalable platform and architecture
Proven in demanding 999-112 emergency call handling

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