

RAPID CLOUD CALL CENTRE

A Scalable Out of the Box Solution from QUANTIQ



A Rapid Cloud Call Centre Solution handled through Microsoft Dynamics 365 Customer Service



Empower your Organisation through Customer Loyalty and Brand Affinity



Omni Channel elements including Chat functionality are available



You will be up and running with a new Call Centre in a matter of weeks

A Scalable Out of the Box Cloud Call Centre Solution

Our Rapid Cloud Call Centre Solution is great for organisations who are looking to build customer loyalty and brand affinity. The Out of the Box Cloud Call Centre Solution will empower your organisation with streamlined data and unified technology to deliver excellent customer service. In addition, Omnichannel elements to include 'Chat' functionality can also be adopted.

How does it work?

Your Cloud Call Centre Solution will be handled through Microsoft Dynamics 365 Customer Service. Enabling your organisation to maximise D365 Licensing offers (subject to Microsoft eligibility) whilst supporting your internal IT teams.

The first steps will be to discuss the approach and deliverables as well as clearly define any pre-requisites and responsibilities. QUANTIQ will focus on your licensing and environment; case management processes; data and security and reporting. Next steps will consist of QUANTIQ configuring the applications, which include:

- Queue management & service case creation
- Master data (accounts, contacts, products)
- Case categorisation and assignment
- Case handling, tracking and notifications
- Knowledge base and case resolution
- Reporting
- Security

Lastly, The QUANTIQ team will ensure your solution is delivered in a way that suits you, as well as providing you with best-in-class consultation on best-practice and how to make the most out of your new solution with the relevant training and user acceptance.

Making it Easier to respond to Customer Queries, Accurately and Efficiently

QUANTIQ offer the following packages with our Rapid Cloud Centre Services:

PACKAGES*	PRICING
Call Centre Fundamentals	£8,500.00
Call Centre Advanced	£14,450.00
Call Centre Premium	£22,950.00
Additional Days (ad hoc)	£850.00

	CALL CENTRE FUNDAMENTALS	CALL CENTRE ADVANCED	CALL CENTRE PREMIUM
Planning & Guidance	■	■	■
Analysis & access to expert advice	■	■	■
Environment setup	■	■	■
Office 365 Integration	■	■	■
Core configuration	■	■	■
Training and UAT support	■	■	■
Deployment and Go-Live Support	■	■	■
Data Migration Assistance		■	■
Power Platform Assistance		■	■
Extended Case Management		■	■
Self-Service Portal			■
Omnichannel**			■

Notes:

*Packages are available for Local Regional Government. Contact us for more information.

**Omnichannel within this scope excludes SMS and social media; deliverable is for Live Chat. Telephony System Integration is also excluded, and further exclusions may apply. Please contact us for full details.

What happens after your Cloud Call Centre goes live?

QUANTIQ's Cloud Call Centre does exactly what it says on the tin. You'll be up and running with a new Call Centre in a matter of weeks.

The next steps are to think about how you'll support your new system or possibly extend the services you can offer - such as Omnichannel elements to include 'chat functionality' and a self-service customer portal.

QUANTIQ are able to offer plenty of additional services to support you and your business, [contact us](#) to find out more.