BUSINESS SERVICES

CUSTOMER CONTACT

VOICE, EMAIL AND WEBCHAT IN ONE PLACE

Contact Centre

Every customer, answered well.

A cloud contact centre built for small and medium businesses. Set up and looked after by Kee.

- **Calls, emails and webchat** on one screen
- **Work from anywhere** with just a browser
- **From 2 seats**, growing as you do



Keeping promises. Keeping costs under control.

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WHY A CONTACT CENTRE

Your customers want quick answers, on their terms.

They call, they email, they message you on your website. And they don't want to wait, repeat themselves or be passed around.

A contact centre brings every conversation into one place, gets each customer to the right person first time, and shows you exactly how your team is doing. It used to be something only big companies could afford. Not any more.

Fewer lost calls

Call-backs and smart routing mean customers aren't left waiting or hanging up.

Happier customers

Agents see who's calling and their history, so nobody has to repeat themselves.

Clear insight

Live wallboards and reports show where to improve.

BUILT FOR YOUR WHOLE TEAM

Agents

Take calls, emails and chats, see their own stats, record calls and offer call-backs.

Supervisors

Everything agents can do, plus listen in, coach, take over calls and run reports.

Administrators

Design call flows, menus and queues in a simple visual editor.

WHAT YOU GET

Everything you need to look after customers.

Voice, email and webchat

Every customer conversation in one place, so your team can answer calls, emails and website chats from one screen.

Smart routing

Skills-based, VIP and last-agent routing send each customer to the right person first time.

Call-backs, not queues

Callers can ask for a call-back instead of waiting, or book a time that suits them.

Work from anywhere

Agents just need a laptop, a headset and a web browser. No software to install.

Live wallboards & reports

See queues and agent activity in real time, with reports scheduled straight to your inbox.

Grows with you

From 2 to 500 seats, with extra licences on 30-day terms for your busy periods.

SMART ROUTING & CALL-BACKS

The right person, first time.

Every interaction is routed to the agent best placed to help, and callers never have to sit in a long queue.

- **Skills-based routing:** calls go to the best-qualified agent.
- **Last-agent routing:** repeat callers reach the person they spoke to before.
- **VIP routing:** your most important customers jump the queue.
- **Queue overflow:** busy queues spill over to other teams.
- **Queue call-back:** keep your place without waiting on the line.
- **Scheduled call-back:** callers choose a time that suits them.
- **Missed-call call-back:** abandoned callers get a call back automatically.
- **Opening hours and holidays:** calls routed by time and date.

OMNICHANNEL

Calls, emails and webchat. One screen.

Voice

Inbound and outbound calls, with full call controls and transfers.

Email

Connect Microsoft 365 or Gmail mailboxes and route emails into queues.

Webchat

A chat button on your website, connecting visitors to the right agent.

INSIGHT & CONTROL

Know exactly how your team is doing.

Built-in tools help you look after customers, coach your team and plan for busy times.

Built-in CRM

Caller details and history pop up as the call arrives, with click to dial. Links with Salesforce and Microsoft Dynamics.

Call recording

Record inbound, outbound or internal calls for training and compliance, with an opt-out for callers.

Supervisor tools

Listen in, whisper coach or take over a call, and get alerts when a queue misses its targets.

Outbound campaigns

An auto-dialler pushes outbound calls to your agents for sales or follow-up campaigns.

Caller surveys

Ask customers how you did at the end of the call, so you always know how your service feels.

Live wallboards

Queues, wait times and agent status on screen, with KPI alerts when targets slip.

SIMPLE TO START

No hardware. No software to roll out.

Agents log in from a web browser with a headset, or use a desk phone if they prefer. Add licences any time, with 30-day terms to cover your busy periods.

2–500
seats

30-day
licences for peak times

Any
location, with a browser

WHY KEE

One partner for your customer contact.

- **A real person** who knows your setup, whenever you call.
- **Honest advice**, even when the answer is the cheaper option.
- **One bill** for your phones, lines and contact centre.
- **We take ownership**: if something's not right, we chase it until it is.

Let's have a proper chat

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Scan or click to book a call with Kai-la