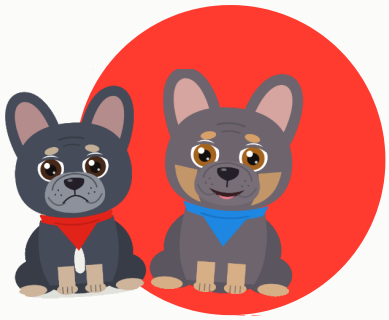
Kee
BUSINESS SERVICES



FACT SHEET

Contact Centre

Voice, email and webchat in one place, for small and medium businesses.

AT A GLANCE

WHAT IT IS **A cloud contact centre**	CHANNELS **Voice, email and webchat**	SIZE **From 2 to 500 seats**
AGENTS NEED **A browser and a headset**	WORKS WITH **Built-in CRM, Salesforce, Dynamics**	FLEXIBILITY **30-day licences for busy periods**

WHAT'S INCLUDED

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

Call-backs, not queues
Callers can ask for a call-back instead of waiting, or book a time that suits them.

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

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

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

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

INSIGHT & CONTROL

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

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

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

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

Let's have a proper chat

Kai-la Minshull, Procurement Manager
Call **0161 820 1000** · **km@kbs.team** · **kbs.team**

Scan or click to book a call with Kai-la

FREQUENTLY ASKED QUESTIONS

Your questions answered

What is a contact centre?
A system that brings your customer calls, emails and webchats into one place, so your team can answer them quickly and track how you're doing.

Isn't that just for big companies?
Not any more. Ours is built for small and medium businesses, from just 2 seats.

Do agents need special equipment?
No. A laptop, a headset and a web browser is all they need, in the office or at home.

Can customers ask for a call-back?
Yes. Callers can ask to be called back instead of waiting, or pick a time that suits them.

Does it work with our CRM?
It has its own built-in CRM, and links with Salesforce and Microsoft Dynamics.

Can managers listen in?
Yes. Supervisors can listen in, coach the agent without the caller hearing, or take over the call.

Can calls be recorded?
Yes, inbound, outbound and internal, with an opt-out option for callers.

What about busy periods?
Add extra licences on 30-day terms for peaks, then scale back down.

Can we see how we're doing?
Yes. Live wallboards, KPI alerts and reports you can schedule to arrive by email.

How do we get started?
Book a call. We'll look at how you handle customer contact today and recommend what's right, honestly.

Leave it with us. We'll sort it!

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