

BT Cloud Contact Centre



10 Reasons to adopt BT Cloud Contact Centre

- ✓ **Cost:** No hardware, annual maintenance or upgrades. Success Management & 24x7 Support included.
- ✓ **Speed of Set-up:** Get up and running in just a matter of days and quickly start reaping the rewards.
- ✓ **Latest Functionality:** There's no lagging behind, you'll always have the latest and greatest version.
- ✓ **Work from Anywhere:** Connect multiple office locations, sites and home workers.
- ✓ **Flexible and Scalable:** Flex up for busy periods. Pay as you grow; add extra concurrent seats when you need.
- ✓ **Security:** Use our infrastructure for disaster recovery, resilience & automatic failover across data centres.
- ✓ **PCI Compliance:** As standard and out of the box as an option if you need it.
- ✓ **Advanced Features:** Mobile screening & other tech advancements that a legacy system could never offer.
- ✓ **Simple CRM Integration:** Out of the box integration to Salesforce & Dynamics. Easy API access for others.
- ✓ **Streamline your Vendors:** All in one package for contact centre, PCI, recording & back-office telephony.



Offices worldwide

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