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.

Find out more about BT Ireland

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