



Contact Centre as a Service

Unrivalled hybrid working gives customers and advisors amazing experiences from anywhere

Today, more than ever, customers need to feel loved. They expect amazing service, simple digital journeys, and freedom to engage with your business on their own terms. Phone, mobile, chat, video, social. Whenever and wherever they want.

Yet complex contact centre infrastructures make it hard to connect people, processes, and data. Unable to easily add capacity and channels or get a complete, real-time view, your plans to transform customer care can seem light years away.

Genesys solutions from Business Systems break these barriers and – for the first time – put big business benefits within reach of all companies, regardless of size or budgets.

CX with a difference

Business Systems help leading UK brands solve their biggest customer experience (CX) challenges. Whether that's escaping legacy technology costs, improving stability, enabling hybrid working, meeting compliance, adding channels and automation, connecting agents with real-time data, or unifying customer journeys.

And we never forget that great CX needs good employee experiences. That means enabling them to work smarter not harder. Ensuring they stay happy, engaged, and productive. In the office and working from home.

CCaaS in a single solution

Powered by Genesys Cloud CX™ – the industry's #1 platform – you get an all-in-one, omnichannel contact centre and employee collaboration solution (see below) with advanced routing, real-time reporting and analytics, and a simple unified desktop for managing voice, video, chat, mobile and social interactions.



Analytics and Reporting



Collaboration Tools



Digital



Omnichannel Desktop



Outbound



Cloud Security



System Integrations



Customer Self-Service



Workforce Optimisation

Six key reasons why our clients choose Business Systems:

- We have one of the largest Genesys engineering teams in Europe
- Their average length of service is 12 years
- We have our own internal software developers
- Our average technical support response time is 24 minutes
- We have a 98% net promoter score, significantly above many of our rivals
- We consistently deliver 99.999% of our SLAs.

Painless migration

With Genesys Cloud CX go-live lead times come down from months to weeks. All customer service staff need is a browser and internet connection. You only pay for the capacity you use, charged per seat, with everything on one simple monthly bill. So, you're able to quickly flex resources up and down as business needs change.



“Around a quarter of our customers don't go through to an advisor, because we've already provided the information they want.”

David Atherton,
Director of Customer Experience, AO.com



Solid track record

With Business Systems, you're in safe hands. For over 30 years we've been delivering innovative contact centre solutions. Supporting all transformation stages from professional services, solution design and implementation to training, bespoke integration, analytics, bots, robotic process automation (RPA), and more.

That gives your people the tools they need to work effectively and deliver fantastic CX when it matters most. Which is all the time.

Endless possibilities

Business Systems partners with top tech vendors. Our broad portfolio and wealth of experience enables us to deliver best-fit solutions, simple or bespoke as needed. We also unlock the enormous potential offered by rapidly emerging technologies enabling you to, for example:



Automate routine tasks with an RPA digital agent, significantly increasing operational efficiency and profitability.



Deflect calls with self-service apps such as IVR, SMS notifications, call back and AI chatbots.



Understand the voice of the customer with call recordings and chat translations through to sophisticated speech analytics and voice biometrics.

We've got your back

Business Systems has one of the largest Genesys engineering teams in Europe. They are expert in cloud contact centres, so you don't have to be. You also get a dedicated account manager, who'll be with you every step of the way.



Planning: We'll de-risk and accelerate your move, along with managing third parties and taking care of security and connectivity needs.



Implementation: Our certified Genesys specialists will be on hand to customise reports, IVRs and wallboards, handle system integrations, and provide user training.



Ongoing support: You can count on our 24/7 helpdesk to manage everything and get problems sorted in the shortest time possible with least business disruption.



Benefits at a glance

Genesys Cloud CX from Business Systems enables you to:

Empower agents with the tools, real-time information, and digital assistants they need to deliver exceptional service at speed and volume.

Connect better with customers personalise service, manage relationships, and deliver consistent CX across all channels.

Add communication channels at pace without major investment, turning capacity on and off as needed.

Create a platform for innovation paving the way for artificial intelligence, process automation, predictive analytics, and other emerging technologies.

Cut costs and only pay for what you need per-agent, per-month.

Simplify security and compliance from payment protection solutions and multifactor authentication through to proactive monitoring and alerts.

Useful use cases



AO.COM

Genesys technology automatically cross references customers' phone numbers with recent orders, identifying why they may be calling, and offering a tailored response. For example, confirming an estimated delivery time or relaying a message to their driver. Customers also have the option of using email, chat, Facebook and Twitter. With cloud-based elasticity the company can quickly scale up during retail peak periods. AO.COM got:

- 50% reduction in contacts per order
- Significant NPS improvements
- Trustpilot customer satisfaction rating up from 7.5 to 9.5
- Fresh insights for empowering e-commerce teams

dentsu

Dentsu Aegis Network

Genesys Cloud enabled Dentsu Aegis Network to wrestle back control of CX from third party providers.

An internal service desk now serves 60 countries in 13 languages. With operations centralised in Manchester and Kuala Lumpur, agents are always available at any time of the day across all time zones with minimal service disruption during the pandemic. Dentsu Aegis Networks got:

- Service levels raised to >94%
- Voice, email and chat managed from a single desktop
- Regular upgrades with no downtime
- Improved DR with rapid switchover between sites

Take the next steps

Transform your CX today.

contact@businesssystemsuk.com | Tel: 020 8326 8326 | www.bslgroup.com

