Wavenet Virtual Contact Centre - Powered by Five9

The Wavenet Virtual Contact Centre will help you improve customer experience by empowering agents and streamlining business processes. The next generation omni-channel cloud solution can support a full suite of contact centre and workforce optimisation microservices which can be deployed rapidly from the cloud.

VCC is at heart of Wavenet's integrated approach to customer experience. VCC open standard architecture and broad range of API's ensure easy integration into any web-based CRM solutions with deep integration with Salesforce and Dynamics for inbound, outbound, and blended customer service. VCC will support your organisation to take a data led approach to customer experience to help you retain existing customers and attract new ones

Your approach to customer engagement is more important than ever. With higher rates of digital engagement your customer service advisors are your brand ambassadors. Wavenet's Virtual Contact Centre will help make them business brilliant.

Wavenet can support a strategic vision for your contact centre across contact centre infrastructure, workforce optimisation and unified comms for operations of any size and complexity. Wavenet partners with best in breed solutions providers to deliver a full customer engagement hub. Evolving the way, you operate to be ready for the new normal.

Let us support you to improve core metrics empowering agents to improve rates of First Contact Resolution, reduce Average Handle Time while ensuring higher rates of Customer Satisfaction while minimising average time of answer and eliminating long waits via call-back or self-service.

Efficient and compliant Contact Centre solutions from Wavenet.
Your business is unique. You face unique problems which require unique fixes.
As an integral part of an organisation you need Contact Centre solutions that combine disciplines, streamline services and enable your business to be brilliant.
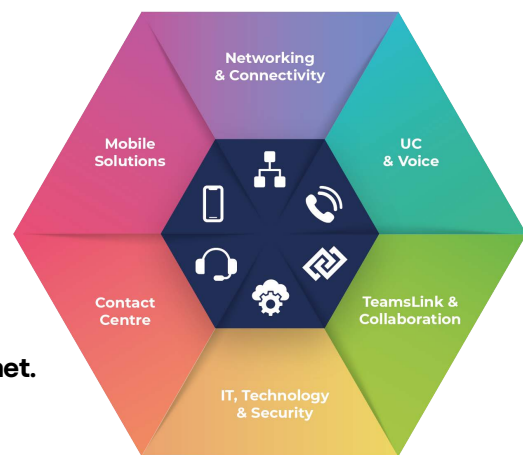
As an integral part of an organisation you need Contact Centre solutions that combine disciplines, streamline services and enable your business to be brilliant.

Wavenet simplifies call centre operations using technologies that seamlessly integrate with existing IT infrastructure, deploying them reliably across multiple locations. From entry level applications, to multi-agent, multi-media cloud-based solutions, we can help.

Whether you have a small contact centre with a few agents or a large, multisite centre in need of multimedia capabilities, Wavenet can provide you with a contact centre solution helping you help streamline business operations and boost customer satisfaction.

Five9

- **100% Cloud-only** f
- **Secure, Reliable & Compliant** (PCI DSS, GDPR)
- **Intuitive UI** Web-based interface designed for business people
- **Scalability & Flexibility** Scale/consume as needed

- **Inbound, Outbound and Blended Capabilities**
- **Deep CRM Integrations**: Salesforce, Oracle, Microsoft, Zendesk, ServiceNow, Netsuite
- **Workforce Management, Workflow Automation** and **IVA** Capabilities
- **Omnichannel Platform**

(NASDAQ: FIVN)

20+
Years of Cloud Contact Centre Experience

6B+
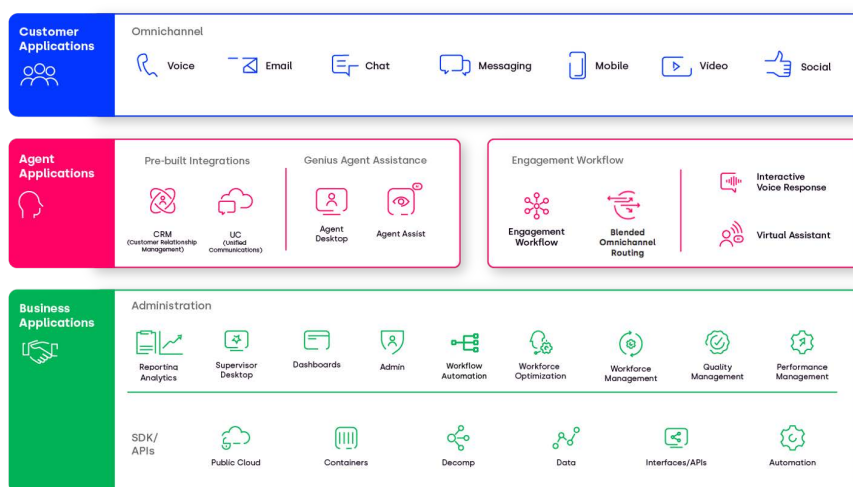Call Minutes/Year

2000+
Enterprise Customers

100%
Organic Cloud

99%
Customer Retention

Five9 — The Intelligent Cloud Contact Center

About Five9

Five9 is an industry-leading provider of cloud contact centre solutions, bringing the power of cloud innovation to more than 2,000 customers worldwide and facilitating more than six billion call minutes annually. The Five9 Intelligent Cloud Contact Centre provides digital engagement, analytics, workflow automation, workforce optimisation, and practical AI to create more human customer experiences, to engage and empower agents, and deliver tangible business results. Designed to be reliable, secure, compliant, and scalable, the Five9 platform helps contact centres increase productivity, be agile, boost revenue, and create customer trust and loyalty. For more information visit **www.five9.com/en-uk** or call **+44 330 808 5300.**

wavenet
making your **Business Brilliant**

Wavenet - At a Glance

A consultative approach to the contact centre of the future:

Wavenet's core differentiator is our consultative based deployment model. Wavenet go the extra mile with dedicated discovery and enhancement processes in every deployment. This ensure the Virtual Contact Centre solution will provide additional value day one. From boosting automation, to ensuring a smooth transition to home or hybrid working we believe understanding how your advisors work and your vision for Customer Experience is central in deployment success,

Let us be your contact centre partner for today, tomorrow and the future.

- Over 20 years of contact centre experience
- Dedicated CCaaS, WFO and UCaaS specialists
- Easy integration into legacy systems
- Seamless integration into leading CRM systems such as Zendesk, Salesforce and Oracle
- Microsoft Teams integration and FCA compliant call recording

£60M
Turnover in 2020

250+
Passionate Employees

100+
Trained Engineers

6
Offices in the UK

7,000+
Happy Customers

About Wavenet

Formed in 2000, Wavenet is a respected, multi-award-winning provider of telecoms and technology solutions to thousands of businesses and enterprises across the UK. Wavenet has long-standing partnerships with some of the top technology providers on the planet. Wavenet is a Premier Certified Cisco Partner and Microsoft Partner, and holds Platinum Partner status with Mitel, Five9, and Silver Peak. The company provides data, voice, contact centre, IT, and technology services to over 7,000 SME and enterprise customers. www.wavenetuk.com