Contact Centre and
Voice Recording *Specialist*

Celebrating 15 years of service to
National & International clients

RealConnect – Creating **REAL** Solutions **CONNECTING** People

RealConnect – 15 years of Service

Mission

"Commitment to our customers to supply the best possible contact centre solutions that suit their requirements, at the most affordable prices."

Head Office in Stellenbosch

Contact Us:

0861 11 11 50
www.realconnect.co.za

100% South African Company

REALCONNECT is an innovative developer and supplier of contact centre, voice recording and dialler solutions to the South African contact centre market.

With REALCONNECT, you will receive an exclusive blend of technological know-how and expertise, coupled with the ability to uniquely tailor each contact centre to meet your own special requirements. Through our in-depth knowledge of the local contact centre industry we have the ability to offer insight and perspective on improving customer contact centre productivity, at a competitive price.

We have supplied over 3000 seats throughout the country and are the preferred supplier of contact centre and recording products to TELKOM - an endorsement of their technical confidence in our products.

REALCONNECT is a 100% South African enterprise that has been in business for twelve years. We develop our own applications from our head office in Stellenbosch and have branches in Gauteng and Durban.

Customer benefit is the yardstick by which we measure every product innovation and each component of our service programme. We have extensive knowledge of customer requirements in various fields like outbound sales and debt recovery that will improve customer contact centre productivity and efficiency.

REALCONNECT prides itself on being more than just a product supplier, but strives to be a technology partner with their customers. We offer a fully customised solution that considers our customer's risk profile, business requirements, time to market and service requirements.

REALCONNECT has made a major contribution to both the growth of contact centres and job creation in South Africa.

REALCONNECT Key Products and Services:

- Contact centre systems - inbound, outbound and blended. All are fully scalable with optional features that can be added as and when required.
- Preview, Power and Predictive Dialler solutions for optimal contact ratios.
- Voice Recording Solutions for legal, training and quality assurance purposes.
- Specialised customisation services for CRM applications, database integration and custom reports.
- Contact centre project implementation services (consultation, project management & turnkey projects).

Product Benefits & Features

Do you have a unique requirement?

We have solved many "unsolvable" problems for our clients.

Give our technical team a call - you will be amazed at what is possible!

Inbound

Do you make your clients see red by:

- ☹ Continually transferring their calls?
- ☹ Making them phone different departments?
- ☹ Not answering their calls?
- ☹ Making them wait?
- ☹ Cutting them off?
- ☹ Making them speak to different agents every time they call, instead of building a relationship?

Do you want great customer relations?

Route your calls more effectively by:
- ☺ Using Interactive Voice Response (IVR).
    - o Introduce your company and different service departments to your callers.
    - o Identify your customers by caller ID or with a customer code.
    - o Prioritise your customers for different service levels.
    - o Allow for overflow, after hours or outage conditions.
- ☺ Sending your callers to the right agents and cashing in on your agents' skills base.

Increase the efficiency of your call handling service:
- ☺ Automatic screen-pops – provide client information to the agents as they answer the call.
- ☺ Intelligent break outs – give your customers the choice to leave a message rather than wait in the queue.

Improve your customer relations:
- ☺ Intelligent queuing - Inform your caller of their position in the queue and estimated time to wait.
- ☺ Break outs which give the caller the option to leave a message for an agent to return their call.
- ☺ Route callers to their preferred agent.
- ☺ Agents address the caller by name when answering the call. They also have the customer's details in front of them and can deal with issues immediately.

Improve your knowledge about the people that call your organisation:
- ☺ CC2Capture is a CRM system from which agents call leads / debtors and through which they accurately capture client information to your database.
- ☺ Intelligent routing of Top 100 customers.
- ☺ Database add-on – have your client key in a policy or ID number
- ☺ Make intelligent use of and route calls by means of Caller ID.
- ☺ Provide high level clients with direct dial-in numbers (DDI).

Do you want to manage your call centre staff more effectively?

Train your staff:
- ☺ Use recordings for peer and self-evaluation of interactions with customers.
- ☺ Have agents listen to their own manner of speaking.
- ☺ With our *CTS* system, supervisors can listen silently to new agents, whisper information or tips to the agent while they are speaking to a client, without the client hearing, or even barge in on the conversation and interrupt the agent.

Make your call centre staff more efficient:
- ☺ Time control:
  - o Agents log in and out of the system.
  - o See the time agents spend on waiting, talking, after call work and not being available.
- ☺ Give supervisors the tools to monitor:
  - o Agents' status – busy, on hold or logged out.
  - o How many calls are in queue?
  - o How many calls are being dropped?
  - o Service levels being achieved.
- ☺ System statistics give you the ability to:
  - o Identify tendencies.
  - o Better manage lunch breaks.
  - o Increase staff during peak periods.

Motivate your call centre personnel:
- ☺ Let them listen to their voice recordings to hear how they have improved.
- ☺ Wallboards show agents the call load to help them focus and encouraging them to finish up quicker.
- ☺ Provide the agents with their performance statistics on a daily, weekly or monthly basis – linked to incentives.

Agent View provides supervisors a view of the performance for their team and individual agents in the team.
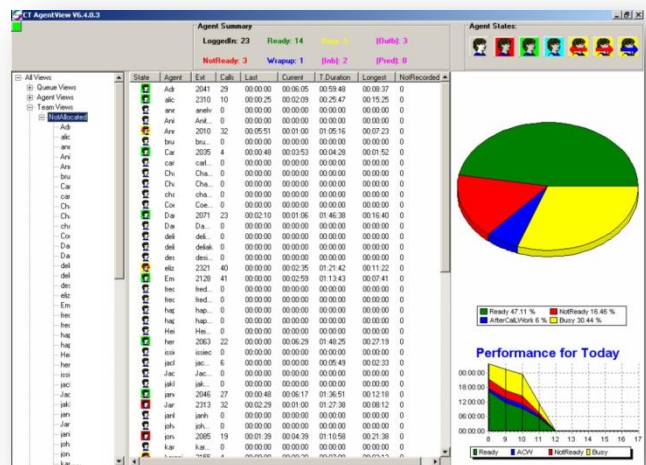
Outbound

An expected success rate of 2 – 6% of calls made to sales achieved is the accepted norm within the Telemarketing industry.

Do you want to increase the number of calls your agents can make?

Get them dialling faster with *PREVIEW DIALLER*:
- ✓ Agents click on a contact list rather than dialling manually.
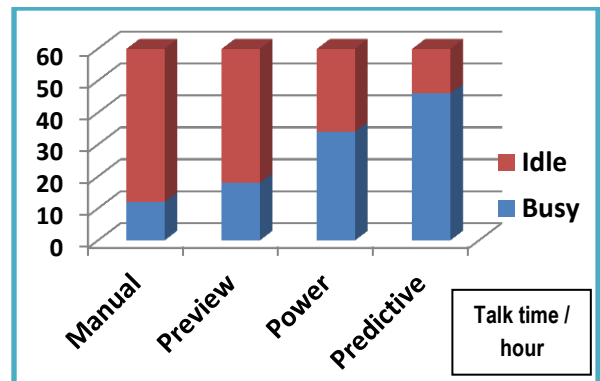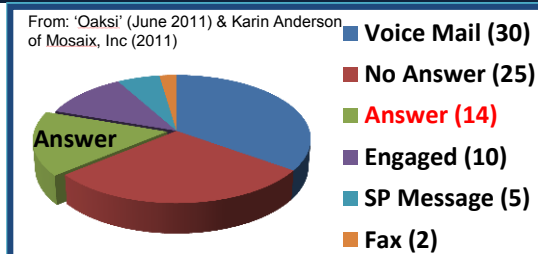- ✓ The system can dial far faster than the agent can.

Get more calls made with *AUTO PREVIEW DIALLER:*
- ✓ As the agent puts the phone down the system automatically dials the next lead.
- ✓ More leads are contacted in this way.

Increase the number of live calls made with a *POWER DIALLER:*
- ✓ The system dials a fixed ratio of numbers to call centre agents (e.g. 3 calls made for every agent).
- ✓ The first number that is answered gets put through to an agent.
- ✓ Time is not wasted on agents making calls that are not answered.

On average, for every one hundred calls dialed, only fourteen result in a live connection. The rest result in:

From: 'Oaksi' (June 2011) & Karin Anderson of Mosaix, Inc (2011)

- Voice Mail (30)
- No Answer (25)
- Answer (14)
- Engaged (10)
- SP Message (5)
- Fax (2)

Tap into agent efficiency with *PREDICTIVE DIALLER:*
- ✓ Based on agent experience, length of calls and data quality, the system adjusts the dialling ratio.
- ✓ The dialler estimates when calls will be terminated and has the next lead on the line, as the agent finishes their call.
- ✓ The power in the system is the fact that it adjusts the algorithm as the hit rate and length of conversations change.

RealConnect Predictive Dialer application

Benefits:
- ⬆ Call centre statistics show that campaigns using predictive dialling typically achieve a 100% PLUS increase in talk time per hour, compared to a conventional power dialler driven campaign.
- ⬆ Agent idle time is cut to a bare minimum.
- ⬆ Increased productivity.
- ⬆ Increased talk time.

Voice Recording

Having voice recordings is a great benefit for organisations in terms of training, quality assurance, performance evaluations and in the case of legal disputes.

Training

- ✓ Recorded conversations can serve as examples of what is and is not expected of agents.
- ✓ Agents listening to their own recordings can correct mistakes and improve their pitch.

Quality Assurance

- ✓ Supervisors can listen to calls and confirm that sales were conducted correctly and the required information was given accurately.

Performance Evaluation

- ✓ Recordings can be used to see how agents speak to clients.
- ✓ Agent evaluations can be done by comparing the information provided and information keyed into the system.
- ✓ Results can be compared for different agents.

Dispute Resolution and Legal Compliance

- ✓ Recordings can be used to see how agents speak to clients.
- ✓ Agent evaluations can be done by comparing the information provided and information keyed into the system.
- ✓ Results can be compared for different agents.

CT LOGGER is a comprehensive range of voice recording solutions covering the full needs of businesses, from the small one-man enterprise to large corporations and municipalities.

Loggers are available in various configurations with a wide selection of features; from a single telephone recorder through to comprehensive voice logging for multiple contact centres as well as the back office phones.

These recording solutions are one of the more cost-effective logger options in the South African marketplace today.
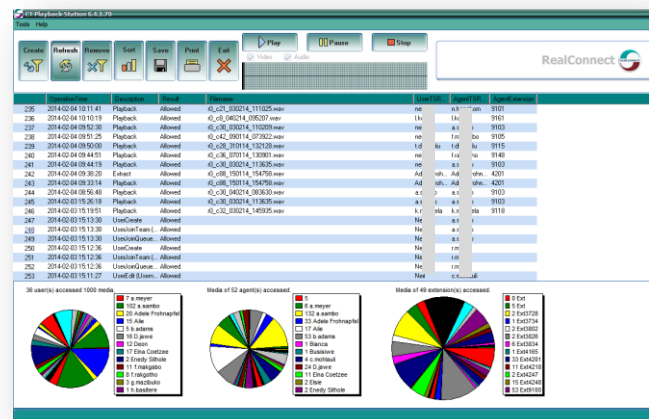
Technical, Customisation and Project Services

Our Technical, Customisation and Project Services allow customers to mould their call centre system to their own unique needs. Do you have a requirement that cannot be met using off-the-shelf or conventional methods? REALCONNECT prides itself on offering innovative solutions to the call centre and telecoms industry. Our technical teams have successfully and seamlessly integrated to a number of existing customer systems (including obsolete legacy systems) and applications, such as:

- Database Applications:
  - Microsoft SQL.
  - MySQL open source database.
  - Microsoft Back Office.
  - Microsoft Access.

- Customer Relationship Management packages:
  - Heat.
  - Remedy.
  - Goldmine.
  - SAP.
  - Microsoft CRM.

We have installed several turnkey call centre systems, right through from the initial planning stages complete to final commissioning. Project tasks have included the sourcing of PBX's and other telephony hardware, Least Cost Routing provision, liaison with customer IT services and the managing TELKOM and associated third party suppliers.

Our products are supplied standard with technical support and remote fault finding features. Enhanced Service Level Agreements can be entered into if required. Financing services can be arranged for selected customers.