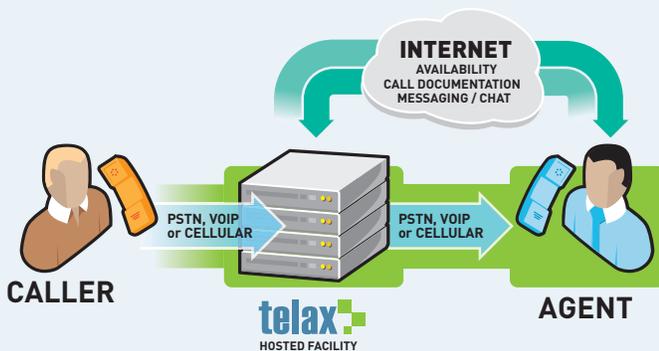# telax
Hosted Call Center

CLEAR AND RELIABLE SOLUTIONS

THE NEXT GENERATION OF CALL CENTER

Inbound calls are the lifeblood of your business. To make the most of every call, many companies use a call center—Any system designed to handle inbound calls. Small business units with high-value agents or without dedicated agents may not consider themselves a traditional call center. However, they do need the same tools.

Although call centers with less than 50 seats account for more than 90% of the total market, they are overlooked by solutions marketed exclusively to the largest 10%. The cost and complexity of these traditional solutions have prevented many smaller and less formal call centers from implementing them.

INTERNET
AVAILABILITY
CALL DOCUMENTATION
MESSAGING / CHAT

CALLER

PSTN, VOIP or CELLULAR

PSTN, VOIP or CELLULAR

AGENT

telax
HOSTED FACILITY

INTRODUCING TELAX HOSTED CALL CENTER

Telax Hosted Call Center is a multi-tenant solution designed to breakdown the barriers of cost and complexity. With Telax, call centers of all sizes can benefit from IVR, skills-based routing and other advanced solutions only affordable by the largest few... until now!

TOTAL COST OF OWNERSHIP

Telax Hosted Call Center reduces the total cost of ownership when compared with traditional premise-based solutions.

> No investment in hardware, software or maintenance —A low, monthly subscription fee from your operating budget replaces the large, up-front capital expense.

> No need to employ specialized IT personnel—The same monthly fee includes system changes and support.

TOTAL COMPLEXITY OF OWNERSHIP

Call center solutions are complex. Setting up even the most basic IVR logic or call routing table requires expertise not found on staff. Vendors that provide IVR development kits do their clients a disservice by saddling them with design intricacies. The Telax team leverages expertise on your behalf to eliminate the complexity barrier. Telax partners with you to set up and manage your advanced call center solutions.

PARTNERING WITH TELAX

Beyond reduction of cost and complexity, a hosted call center enables new opportunities like remote agents, customer self-service, and disaster recovery. Each opportunity has its share of difficulties like clear voice quality, optimal system design, ensuring reliability and more. Telax Hosted Call Center enables you to benefit from these new business processes, while avoiding the pitfalls.

RELIABILITY

Telax Hosted Call Center has been designed for maximum reliability. Telax is co-located at the North American hub for telecom carriers, featuring 24/7 security protection, state-of-the-art power and climate controls. Network specialists optimize internet performance around-the-clock. If internet on the far end fails, remote agents can continue to answer calls on any device with a dial tone.

VOICE QUALITY FOR REMOTE AGENTS

Telax Hosted Call Center provides remote agents with the clear voice quality customers expect. Using standard phone lines where available, you are assured a good connection. Voice over internet protocol (VoIP) and mobile networks are alternatives for remote agents located outside of the public switched telephone network (PSTN). With a single device to answer calls on, your hands are tied if sound quality degrades. Telax Hosted Call Center routes calls to multiple devices to ensure crystal clear voice quality.

IVR PURGATORY

An IVR reduces cost and increases customer satisfaction by providing customers with self-service or by quickly routing them to the correct agent, the first time. Poor IVR implementations cause customer frustration resulting in abandoned calls. Designing your IVR logic in-house is a recipe for disaster. A team familiar with IVR best practices is required. Most vendors provide technology, but not the expertise. When designing your first IVR, and all future updates, the Telax team works closely with you to satisfy your customers.

ONGOING SUPPORT

The complexity of call center solutions presents a steep learning curve for in-house staff. Receiving the proper support from a provider is critical for a successful implementation. As a partner the Telax team is committed to supporting you, from day-to-day assistance to major changes and updates. Telax continues to support the same customers that have been using our system since 1999.

CUSTOM SOLUTION

Telax Hosted Call Center has the flexibility that other "cookie-cutter" solutions don't. Many organizations require a solution that can evolve with their specific needs. The business model adopted by other vendors doesn't allow for customization. With a rich history in custom development the Telax team can quickly and cost effectively fulfill your custom requests.

BUSINESS CONTINUITY

Telax Hosted Call Center provides off-site call routing, the key to answering customer calls through a business disruption. If your staff does not have experience in business continuity planning, we can help. The Telax team provides the support to design, test and implement your plan for disaster recovery, so your customer calls are always answered.

THE TELAX DIFFERENCE

Telax Hosted Call Center uniquely blends a custom solution approach with the service-on-demand model. Businesses can now benefit from reduction in cost and complexity without sacrificing the flexibility of a custom tailored solution. With Telax providing the support required to set up and manage a state-of-the-art call center, organizations of all sizes can dramatically improve their inbound call handling process.

Hosted call center solutions from Telax—Answer your customer calls on any phone, anywhere, with the crystal clear voice quality they expect. Easy to start—No investment in hardware, software or maintenance. Easy to use—Set up and supported by Telax, your trusted call center partner since 1999.