



Hosted Call Centre

Primus Hosted Call Centre is a cloud-based solution delivered over our hosted PBX service.

Have complete control over your customer experience, your brand, and how you drive productivity within your organization.

HOSTED CALL CENTRE SUPPORTS

- Agents
- Supervisors
- Reporting
- Monitoring
- Web Interface
- Remote Users

3 LEVELS TO CHOOSE FROM

- Basic Queuing
- Standard with Reporting
- Premium for Large Operations

With Hosted Call Centre, there is no hardware to buy, no software to install, and no costly maintenance. Primus manages this within our cloud network and delivers it to you as a service.

WITH HOSTED CALL CENTRE, YOU'RE IN CONTROL

- Change Auto Attendant at any time
- Move agents from queue to queue
- Control branding through your own custom messaging and prompts
- Supervisor Dashboard and Reports Portal to know what is happening at all times

YOU'LL BENEFIT FROM:

- Real time or historical agent and Call Centre reports
- Knowing your busy times/days/weeks/months
- Staffing to meet business needs
- Visibility into agent performance for immediate coaching
- 24/7 administration portal



THE PRIMUS DIFFERENCE



SCALABILITY

Changing business needs are always most felt by your front line staff. With Primus Hosted Call Centre you can quickly scale up to meet those changing needs by quickly adding more Agents, Supervisors, or Queues. You can also expand your Auto Attendant to ensure your customers are directed to the right person.



FLEXIBILITY

With Primus Hosted Call Centre you'll be provided with a robust simple to use portal that allows you to administer every aspect of your Call Centre. You can quickly move agents from assigned queues, change Auto Attendant prompts, even change call routing options instantly without ever calling for support or incurring costs.



RELIABILITY

Business Continuity means your customer calls are always answered. With Primus Hosted Call Centre, we help ensure your business is always operational. Agents can take calls from the computer or phone, meaning should disaster happen, you can quickly have staff working remotely without your customers ever knowing.

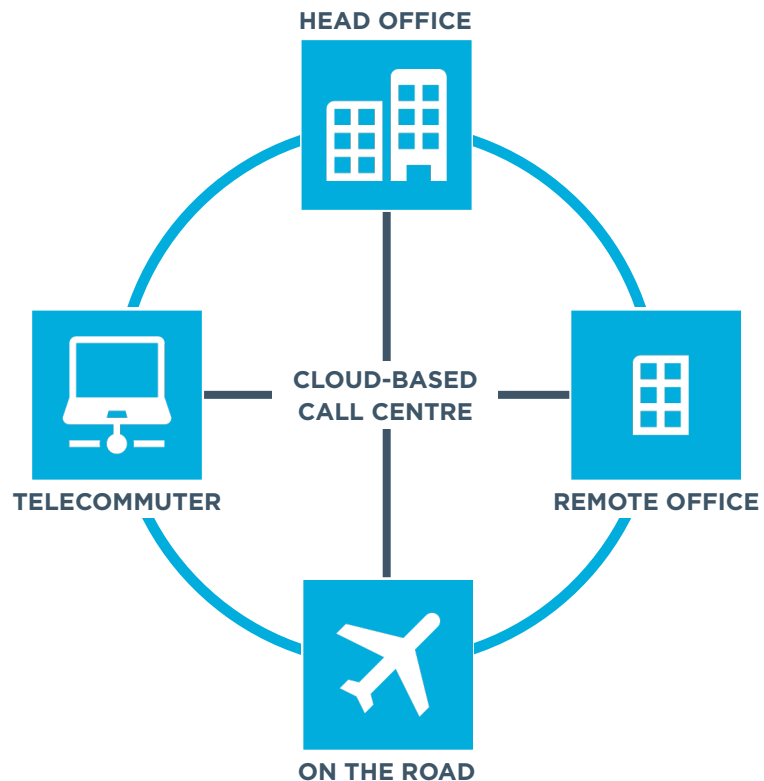


COST SAVINGS

Traditional Call Centres require costly phone systems, hardware, software, and massive amounts of capacity to handle call volumes. In our cloudbased Hosted Call Centre we hold the calls in our network and send them to your agents when they are available. We also supply and manage all the systems. This means no capital costs, no maintenance, and no wasted latent capacity to hold calls. That's money to invest back into your business.

HOSTED PBX CALL CENTRE

Primus Hosted Call Centre is a fully cloud based application that is delivered and managed over the web, with audio calls delivered via a private dedicated connection (Hosted PBX). You can have agents in any office, working from home, or even on the road. Connect all agents to a single Call Centre for ease of management and the ultimate in productivity gains.



Visit primusbusiness.ca or call **1-888-502-8380** to learn more.