

Hosted Call Centre

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

Hosted Call Centre allows your business to have complete control over your customer experience, your brand, and how you drive productivity with your organization. You're in control to administer changes to your Auto Attendant (IVR) and your Call Centre 24x7, enabling you to adapt to your ever-changing business needs.

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 Attendants (IVR) at any time
- Full control over your Call Centre to 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

Increase Productivity

Primus Hosted Call Centre is the ultimate tool for your business to increase productivity. You can monitor what is happening at all times through the Supervisor Dashboard and run reports through the Reports Portal. In addition, you can quickly move agents to different queues to meet call demands.

You'll benefit from:

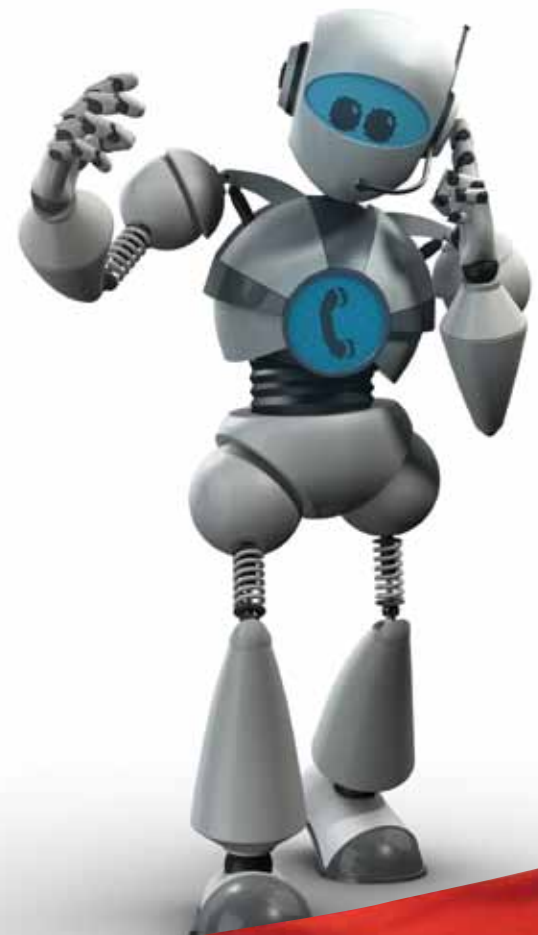
- Agent and Call Centre reports
- Knowing your busy times/days/weeks/months
- Staffing to meet business need
- Visibility into agent performance for immediate coaching

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



Hosted PBX

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BUSINESS SERVICES

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 (IVR) prompts, even change call routing options instantly without ever calling for support or incurring costs.

Reliability

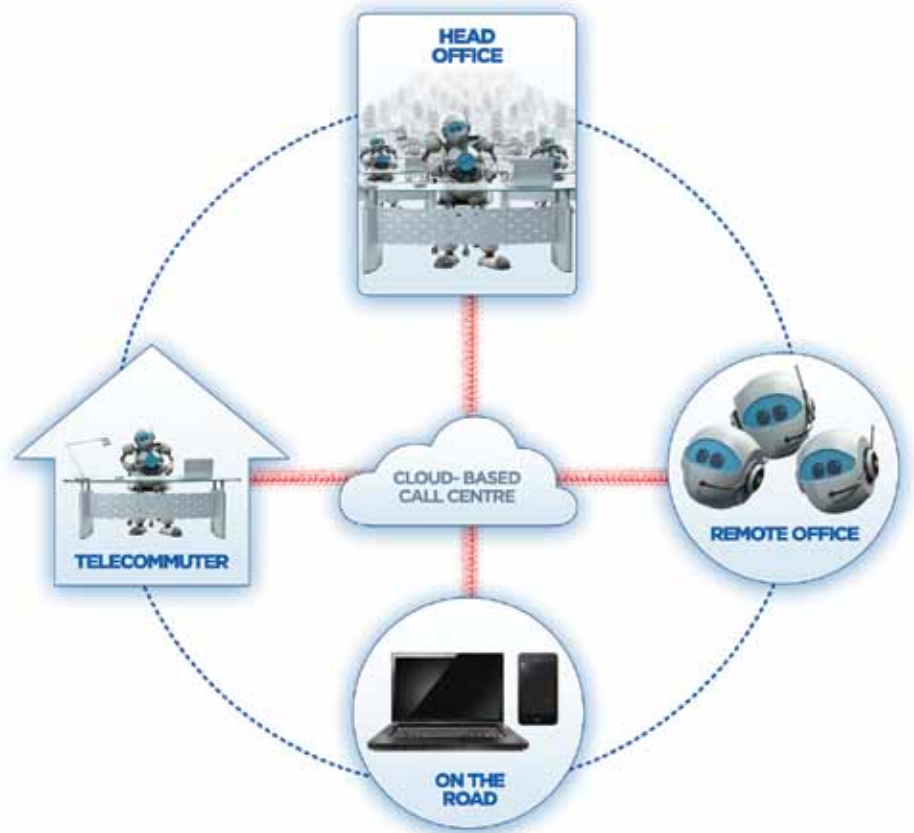
Business Continuity means your customer calls are always answered. With Primus Hosted Call Centre we help ensure your business is always operational. Agents can take calls from the computer or phone, meaning should disaster happen you can quickly have staff working remotely without your customers ever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

Cost Savings

Traditional Call Centres require costly phone systems, hardware, software, and massive amounts of capacity to handle call volumes. In our cloud-based 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 delivered over simple to use web interfaces. This means 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.



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