



## Facility includes the following:

- 175 fully equipped workstations
- Technology platform – Interactive Intelligence (i3)
- 10 executive offices
- Kitchen
- Staff pause area
- Training room
- Executive boardroom with 16 seats
- 3 meeting rooms
- Mail room
- Server room central with expansion capabilities
- Store room
- Shaded and open parking

## Contact centre facility to let.

Available immediately at competitive rates.

**We have the all-in-one platform providing a better experience for your customers!**

This new, state-of-the-art facility is the perfect plug-and-play solution that will enable you to improve your services, decrease capacity in short timescales, increase speed of business processes and control costs.

## Workstations consist of:

- PCs with Intel Core 2 Duo 2.20 GHZ
- 1 Gig Ram
- Windows XP Pro
- 80GB HDD
- Headset – GN Netcom 2000 Mono NC
- Monitor – LG Flatron L1718S

## Other stations equipped with:

- Exec phone – Polycom Soundpoint IP 501 SIP
- Normal phone – Polycom Soundpoint IP 330 SIP



## Full-featured **contact centre solution**

### **Total contact management**

- IP PBX • PBX
- ACD • multi-media queuing • priority & skills-based routing
- Auto attendant • structure voice menus, prompts
- Interaction tracking
- Real-time presence management
- Multilingual support
- Remote and at-home agents, mobile workers
- CRM integrations • screen-pops, database lookups, embedded call controls
- Outbound dialling • preview, precise, multi-modal campaigns
- Pure-blended inbound/outbound campaign management
- IVR • intelligent speech recognition • self-service automation
- Graphical application generator • deploy enhanced interaction applications

### **Quality monitoring**

- Real-time continuous monitoring
- Multi-channel interaction recording • on-demand, rules-based
- Knowledge management
- End-to-end reporting • ad-hoc custom reporting
- Agent monitoring/mentoring/scoring
- User-definable alarms • alert monitor view
- Real-time system/agent/workgroup supervisory monitoring & alerts
- Post-call satisfaction surveys

### **Advanced functionality**

- Knowledge management
- Multi-site interaction routing
- Third-party integration tools: LDAP, SOAP, XML, TCP/IP sockets
- Complete customisation

### **Specifications**

- Single point of administration • phone auto-provision
- Enhanced security • TLS and SRTP standards, audio/call encryption
- Multi-site support
- Switching flexibility • TDM, IP-based (SIP), hybrid TDM/IP for staged migration, Cisco TAPI



## All-in-one platform solution

PLP's Business Process Outsourcing (BPO) Centres are purpose-built to provide you with innovative systems that deliver world-class solutions. These communication platforms can make your contact centre a service powerhouse. They are innovative and flexible enough to be adapted every time your customers require it, whenever competitive pressures demand it, or if you simply want to rise above the crowd.



## PLP's contact centre

### management & interactions include:

#### 1. An effective multi-channel approach

PLP's communication system provides consumers with convenient options to contact your business. It offers them a choice of telephone plus IVR self-service and fax facilities, both in- and outbound.

#### 2. Outbound campaign revenue management

Goal-oriented preview, power, precise and "agentless" multi-modal campaigns feed revenue streams by targeting distinct customer groups at specific times of the day or week. Losing a customer in a communication maze is the surest way to lose their business. Monitoring and analysing campaign performance in real time allows you to optimise revenue opportunities.

#### 3. Customer Intelligence

Maintaining customers' account records is one thing, but knowing their buying habits and preferences will enable your agents to deliver an infinitely better service. The tracking, reporting and CRM functionality of our systems allows you to tailor an analytics framework and identify cross-selling/up-selling opportunities for individual customers. Then guide agents to offer personalised services with screen-popped data and service scripts that are tailored toward customers' specific requirements.

#### 4. Integrated interface

In a contact centre, an exceptional customer experience begins with the integration of communication systems and the business processes that drive them. Every IT professional dreams of managing all aspects of communication through a single interface. Our IP system is built on a single platform that can manage local and remote users, lines, stations, business applications, IT networks, SIP devices, digital phone connections, security access and even movements, additions and changes. With PLP, IT dreams can come true!

#### 5. Workforce Management

Agents work smarter when they have real-time presence management controls and company directories, along with application integration to put customer information and business processes on the desktop.

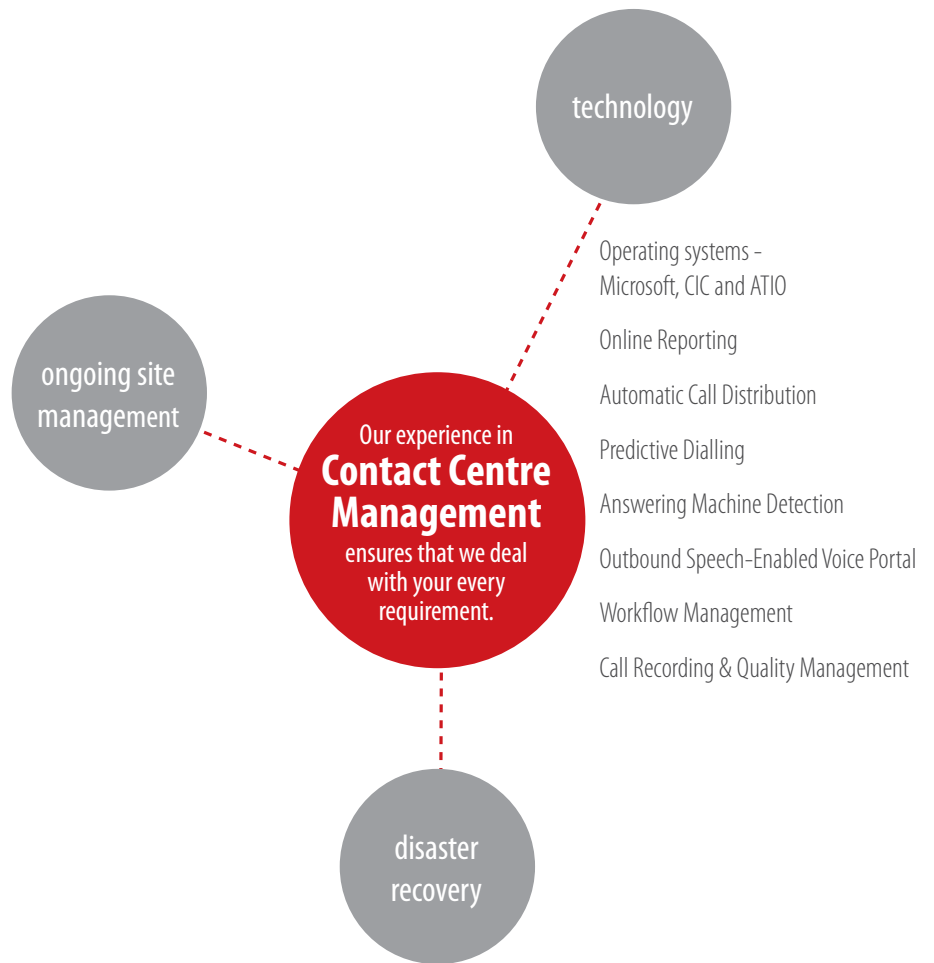
Agents aren't very valuable when they spend more time answering questions than processing orders. Give customers a 24/7 self-service path to information. Track schedule adherence with real-time monitoring and you actually get more work-time out of every agent.

## PLP's philosophy

PLP's BPO solutions are implemented across different industries, mainly the motor, insurance, tourism and leisure industries, customer membership programmes and banking and financial services. Staff are recruited, trained and managed in line with your business philosophy, product needs and customer outcomes.

Understanding the intrinsic value of effective human interactions is core to our success. It's all about people talking to people. Therefore our retention, training and attraction practices form the nucleus of PLP's human resource strategy, lead by a strong and dynamic team.

After all, we believe best processes come from best practices!



### right people

- Recruitment
- Training - Up Front
- Training & Management
- Incentives
- Multilingual Agents
- Bench Strength  
(Pool of trained resources)

### modern technology

- Secure Data Environment
- Custom Sales System
- Customer Management System
- Telephony Systems
- Sales Management System
- Real Time Reporting
- Digital Communication
- Customisable to Client Requirements

### efficient processes

- Data Verification
- Variable Scripting
- Script Branching
- Lead/ Campaign Filters
- Verification Process
- Quality Assurance
- Real Time Reporting:  
Telephony, Sales, Agents, Customers
- Trends Analysis

### committed management

- Dedicated Resources  
Manager, Supervisors, Team Leader  
QA
- Sales Experience
- Proven Track Record
- Back Operation Office Support Structure:
  - HR
  - IT
  - Admin
  - Finance
  - Marketing

### "yes" culture

- Success Through RIGHT PEOPLE
- Outcome-Driven Sales Business
- Client Focused
- Performance Driven
- Reward & Recognition
- Exceptional Delivery

## Complete solution

PLP is well positioned to assist clients get to the best solution based on our extensive experience in Business Process Outsourcing (BPO). We can recommend various customised options for your specific requirements.

Contact **Louis Botha** or **Adrian Zanetti** on **083 231 8787, 011 449 7300** or **lbotha@plp.co.za** to request more details and arrange viewing.

[www.plp.co.za](http://www.plp.co.za)

