

# > The Voice Experience

## Creating Customer Experience

Vxp is a feature rich voice-orientated Contact Centre as a Service (CCaaS) with all the tools an organisation needs to operate a high availability voice-focused contact experience platform that can grow further through integrations and digital channels.



## Features



**99.999%  
product  
uptime.**



**Bundled Licensing  
with optional  
bolt-ons.**



**Powerful Interactive Voice  
Response (IVR)**

Quickly connect callers with agents and streamline the customer journey.



**Flexible Automatic Call  
Distributin (ACD)**

Distribute voice calls to agents using a variety of different rules.



**Comprehensive Reporting Suite**

A wide range of reports looking at contact centre data from a variety of different perspectives.



**Callback Capability**

Reduce queue times and improve the caller's experience by allowing them to request a callback.



**Customisable Agent User  
Interface (UI)**

create UIs that optimise productivity and enable exceptional interactions.

## User interface

Our Agent UI is intuitive, web based, and utilises WebRTC for call delivery to the Agent. As Vxp's agent UI is widget configured, it can be designed specifically to meet the needs of your contact centre agents and supervisors; keeping what is important at the forefront.

## Routing with powerful IVR

Vxp has a powerful IVR which is used to route calls through the contact centre to agents. This allows customers to get quick answers to simple questions and help businesses to identify the right resources to help with customer issues.

The IVR provides the ability to automatically route calls based on the time of day and/or date for forward holiday planning. Easily upload, record and manage announcements which can be used anywhere within the IVR workflow.

Automatic Call Distribution (ACD) to agents using features such as hunt groups, skill-based routing, longest idle, cyclical ringing and random selection.

Vxp can route calls to agents using skills-based routing, most idle agent and random selection.

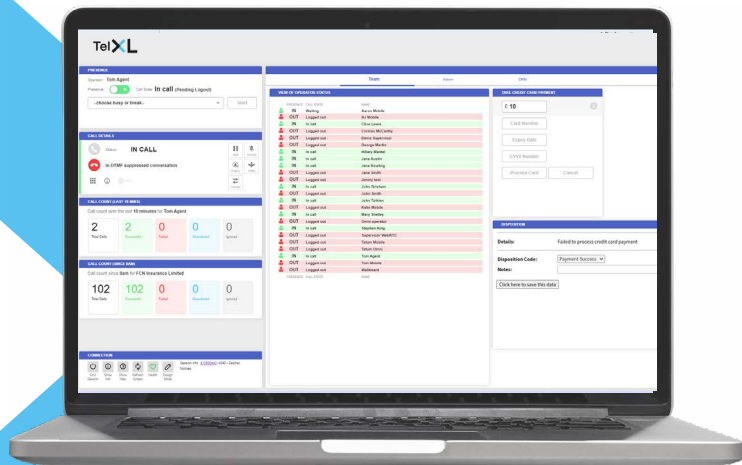
## Applications and Integrations

Vxp has a variety of integration methods to enhance the features already available as part of the contact centre.

It's web-hook node allows businesses to integrate and set up click-to-dial capability directly into popular CRMs including, but not limited to, Salesforce, Dynamics and HubSpot. Vxp allows you to create, schedule and trigger workflows from within the IVR to various outbound channels including SMS, voice, and web request.

It also supports an output data feed to workforce management systems such as Calabrio, Teleopti, Playvox to assist the wider business.

Vxp can take payments manually by an agent or through an automated IVR process from one of 28 payment providers including CyberSource, Opayo and Global Payments. TelXLs PCI Credit Card Processing solution enables organisations to process card payments securely.



TAKE CARD PAYMENT

£ 100

Collecting expiry date

Card Number

Valid VISA card

Expiry Date

Expiry date OK

CVV2 Number

Notes

Process Card

Cancel

Transaction Success

Transaction ID: 4100204555586444

Finish

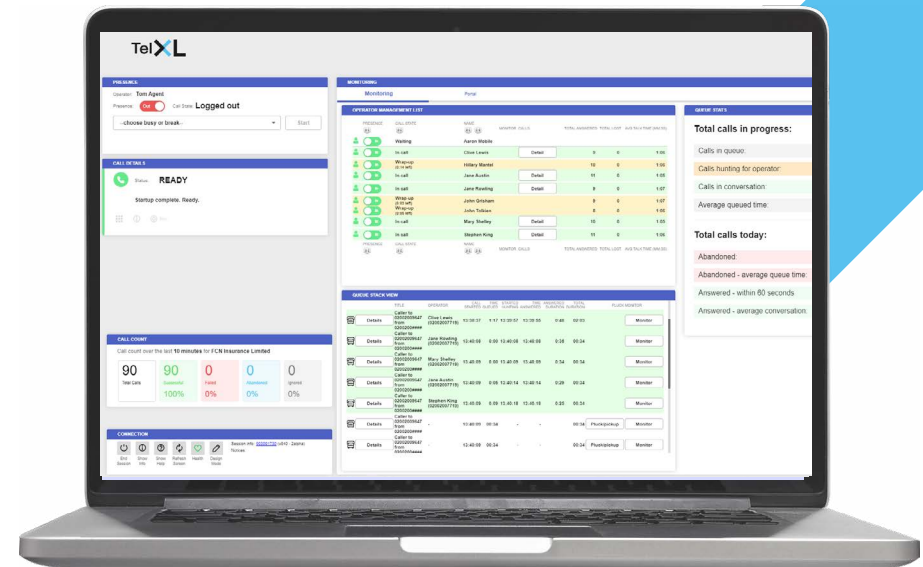
## Self service

Vxp empower customers to self-serve within the IVR before even speaking to an agent.

The IVR can automatically look-up customer records by taking their account number, read-back information such as an outstanding balance, take payments, as well as move calls to other services.

It can reduce agents' time on the phone by collecting customer data before the call reaches an agent with ID capture and verification capability.

Supplement traditional DTMF (Dual-Tone Multi-Frequency) with navigated IVRs with voice powered menus, enabling customers to use their voice to engage with the business.



## Performance & quality management

Supervisors have access to widgets which provides a real-time view of agents information such as status, the number of calls handled, time spent available, on breaks/lunch or busy.

Furthermore, supervisors can monitor agents live calls as well as listen to, download, and score call recordings.

Take a deeper dive into agents activity with Vxp's powerful reporting suite. Use this to view either one of TelXL's pre-created reports or create a bespoke report to run automatically.

Get an instant performance view with a real-time view dashboard which can be fully customised and displayed on a dedicated screen.