



**Ultra Communications:
An Overview**

The Leading Provider of Network Contact Centre Solutions



... working in partnership with you



ULTRA COMMUNICATIONS: AN OVERVIEW

Ultra's Network solutions can be integrated very quickly for a new client in matter of only days instead of weeks or months.



Ultra's Support Team Staff

Ultra's Network solutions for a call centre can be integrated very quickly for a new client in matter of only days instead of weeks or months.

These network solutions for the call centre have a proven track record with an extensive client base and full client references available on request. Each solution is provided with comprehensive support from a fully experienced team of UK staff.

There is a feature-rich Predictive Dialler at the core of these network solutions and one of the main benefits of the network solutions is the elimination of the requirement to procure and install much of the costly infrastructure that the more traditional on-site systems need.

Due to the nature of this network based service, it allows for complete geographic independence, enabling multiple concurrent agent locations, worldwide.

Another advantage of network solutions is the in-built provision for Business continuity, by duplicated equipment in dual sites for that essential complete disaster recovery and resilience.

Ultra provides its network solutions on a pay as you talk basis, allowing our clients the flexibility to increase or decrease their demand for our services to meet the end client requirement or even seasonal changes. It is completely scalable for the largest of contact centres and clients.

Features

- Ultra has full suite of network solutions with Predictive dialling at its core.
- Inbound call management and network ACD functionality is available inclusive to all predictive dialling clients or as a stand alone solution.
- CTI functionality is included on every network solution.
- Managed and Blind Call transfer is available on both outbound and inbound services.



Ultra's service has a proven track record with an extensive customer base and full customer references available on request.

- Voice recording is included on all calls, on both inbound, outbound, and also on call transfer. Long-term storage is also available. These recordings are accessed easily by the web and recordings can be searched for easily by a variety of methods.
- The unique Ultra support service provides you with comprehensive support via access to both IT and dialler manager experts.
- The support hours are Mon-Fri 9am to 9pm and Sat 9am to 5pm, and Ultra constantly monitor your dialling, real-time, ensuring that you achieve the results you require.
- Ultra are targeted to work with the client to establish their goals, support their IT and supervisors, and advise on how best to configure the dialler and solutions to achieve the optimum results. This comprehensive support ensures that the call centre team does not need to be experienced in technology but can concentrate on being specialists in their own business.
- 45-50 minutes productive time per agent per hour is easily possible using the Ultra solutions.
- Ultra System availability in excess of 99.975% - many clients advise they cannot get this from their on-site or software diallers.
- Agents can set call-backs either to the team or to themselves allowing for automatic call diarising, saving time manual dialling, and still providing complete management information on the call outcomes and full voice recording.
- Unlimited real time monitoring tools and a full suite of accurate management information is provided for Supervisors and managers, even accessible remotely.
- Full Scripting package – a fully supported scripting service is provided inclusive for the client.
- Ultra's service has a proven track record with an extensive customer base and full customer references are available on request.
- Ultra's Network dialler carries out approximately 5 million connected calls per month on behalf of our clients throughout the UK, Europe and Asia.

Network service advantages

- Costs savings - only one PSTN phone line per agent needed, even for Inbound calls as calls are queued by the Ultra network ACD functionality and in the Ultra network.
- No limit to overcall on outbound campaigns – a traditional dialler will usually be limited to 2 lines per agent. This advantage will allow performance to be more effective and smoother during poorer contact periods.
- All development is in-house in the UK – allows swift adaptability to regulatory changes or client requirements.



- Complete competitive edge for our clients.
- Superior performance - with the pricing based on 'pay as you talk' Ultra is targeted to keep the client as productive as possible. The comprehensive support from the Ultra team ensures this is achieved.
- Flexible to your expansion needs – virtual call centre ability to have agents in multiple sites or home-based, working on same campaigns.

Ultra Communications

Ultra Communications are the leading provider of Pay-As-You-Talk, Network contact centre services, including Predictive Dialling, Inbound/Call Blending/IVR and Voice Recording. The non-geographic nature of our services supports home-working and multiple-site operations. Ultra are fully Ofcom compliant, and are a complete Disaster Recovery, risk-free solution.

Ultra record over 3 million agent talk time minutes per month and have an established, long-term customer base.

For more information, visit <http://www.UltraASP.net>.

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