

Are You Ready for Digital Agility?

To function efficiently in today's globally competitive market, your Contact Centre requires:

- Superior, productivity-enhancing features, flexibility, to add or remove, on demand.
- Omni-channel communications to better serve changing customer needs.
- Sophisticated management information to manage performance and costs.
- Seamless integration with incumbent or incoming systems.
- Cloud agility, with fast, reliable and secure voice and data connectivity.

Hermes Contact Plus

With advanced skills routing, powerful scripting environment, campaigns and queue management, real-time supervisor controls, deep-dive analysis and reporting tools, Hermes Contact Plus is your complete Contact Centre solution.

And with PCI-DSS compliant call-recording, speech analytics, workforce management and a wide range of integrations and add-ons, M12 Solutions delivers simple answers to complex communication problems.





Omni-Channel Agility

Enhance agent productivity and delight customers with award-winning omni-channel contact centre software.

With voice, email & SMS, web chat and social media as stand-alone channels, or fully blended for seamless omni-channel communications from a single screen, for a complete, 360° customer view.

Delivered securely from the cloud, Hermes Contact Plus combines enterprise grade contact centre features, with the flexibility of the cloud - agility, rapid deployment, maintenance, and assurance, and simple, all-inclusive user pricing - but with the security and resilience of a closed system.

And with integrations including workflow and telephony, compliant payments, transaction recording, quality monitoring, knowledge management and much more, M12 Solutions delivers the right features, when, and if they are needed.

Hermes Contact Plus brings together an agile, rapid response customer engagement platform, and simplicity of use for a satisfying agent and client experience.

Native Features



Superior Skills Routing

Hermes Contact Plus skills routing is a powerful, automatic contact distribution (ACD) engine that ensures contacts are always directed to the right queue and the best agent resource to maximise first-contact resolution and reduce handling time, regardless of communication channel. A time-proven algorithm quickly matches contact request profiles in queues, to the agents who can best help them.



Powerful Agent Scripts

A powerful, WYSIWYG, scripting environment enables both simple and highly complex, dynamically-linked scripts to be developed and presented to agents with campaign relevant text - sales pitches, compliance statements, objection-handling responses, calculation-tables, whatever. Native links to your organisation's Oracle or SQL databases allows client interaction storage and re-presentation.



Campaigns & Queues

Campaign management and contact queuing are at the heart of Hermes Contact Plus. Contact centres are built around campaigns and structured according to your needs. Multi-channel queueing enables the efficient handling of any media, ensuring considerably reduced time-to-resolution, reduced average waiting times, reduced staff turnover, increased agent well-being, improved customer satisfaction and delighted clients.

A complete and comprehensive feature suite, natively embedded for agents, supervisors and managers. Delivered securely from the cloud to end users, anywhere globally.





Reporting & Insights

Hermes Contact Plus extensive reporting tools are equipped with a comprehensive range of highly granular pre-defined contact centre-specific reports and statistics to aid rapid decision making; and is fully customisable for open-standards based bespoke report production. Call status, campaigns reporting, agent-level reports, average wait times and much, much more, and with a complete range of editable filters.



Complete Supervisor Control

Hermes Contact Plus boasts a superior suite of supervisor tools to effectively monitor and manage all aspects of the contact centre. Listen, whisper and conference into calls and other channels for effective agent management. Virtual screens are fully configurable for multiple supervisor views of agent activity, queues, outbound campaigns, IVR's and much, much more.

Integrations & Add-On Functionality

Best-of-breed integrations and add-ons that extend functionality to precisely meet your needs. Available stand-alone or fully integrated with Hermes Contact Plus.



Payment Processing

PCI compliant card processing in the contact centre with superior payment processing solutions. Never handle sensitive payment card data. Protect your contact centre, business and customers from fraud risk and data compromise, and meet your legal obligations.



Workforce Management

Forecast demand, automate, and optimise staff scheduling for the right person, the right skills, at the right place, and at the right time; result - enhanced customer satisfaction, motivated employees and increased profitability.



Workflow

Make contact with customers in ways that suit them, giving you the best chance of getting the right response. With a complete mix of styles, including print & postal fulfilment, SMS/MMS, and more, Workflow solutions increase customer satisfaction and help your organisation thrive.



Speech Analytics

Continually improve customer engagement with fully automated, cloud based speech analytics from Ciptex. Enterprise grade speech recognition - every conversation is analysed, with feedback, critical insights and 'next best' actions delivered directly to supervisors and agents for rapid resolution.



Knowledge Management

Capture, search, retrieve and share critical, relevant, consistent and up-to-date information with teams and customers on-demand, in the contact centre, or via customer web site self-service.



**Satisfied Customers,
Productive Agents,
Delighted Executives,
More Revenue.**

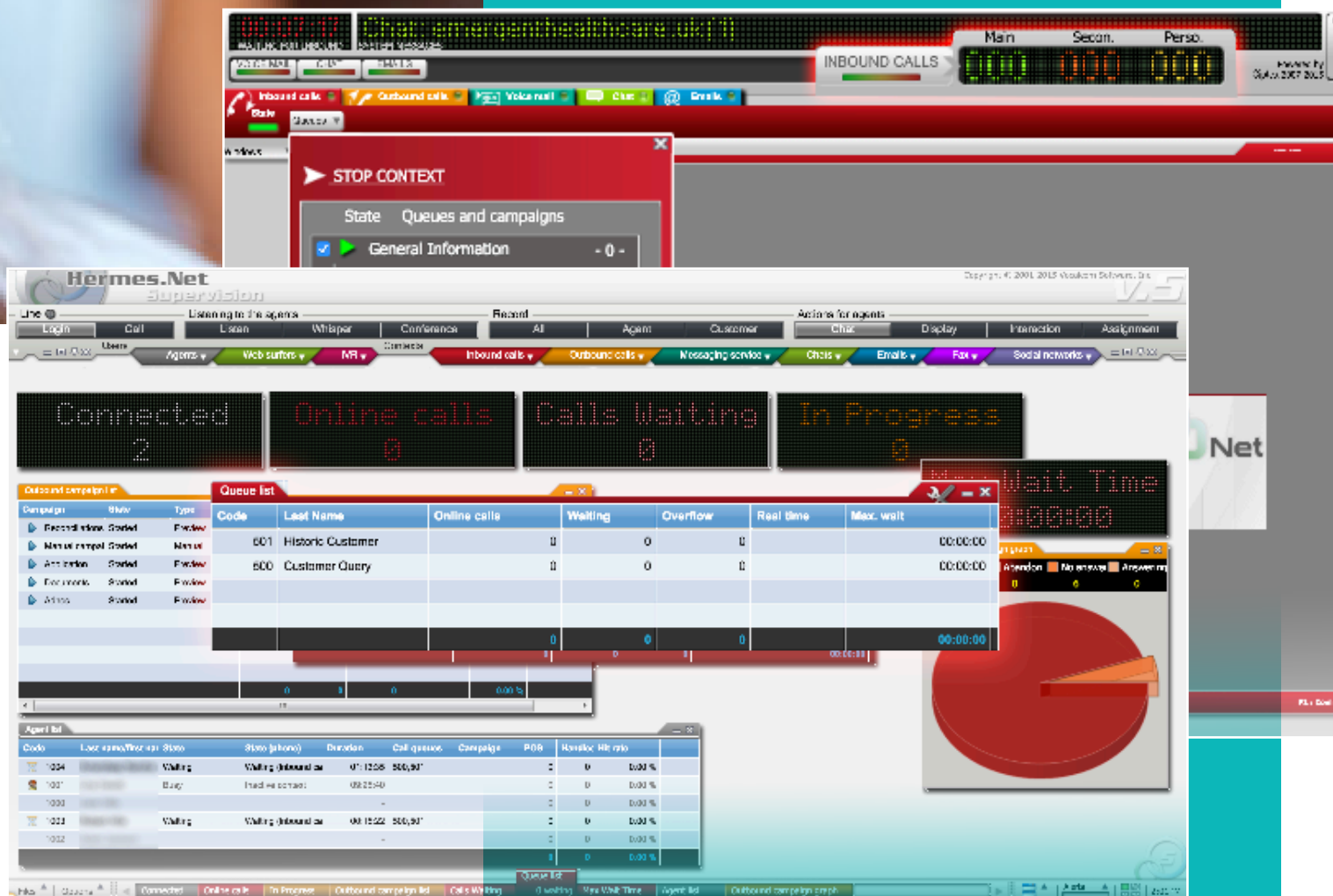




Communication Channels. Simplified. Unified.

Inbound and outbound voice, email & SMS, web chat and social media. Hermes Contact Plus delivers customer focused communication as stand-alone channels, or fully blended for seamless omni-channel communications from a single agent screen.

Simplified agent controls for easy multi-channel management, with optimum flexibility for supervisors and managers.



Inbound



Multiple Campaigns, Multiple Parameters

Hermes Contact Plus enables multiple campaigns, defined with multiple parameters including opening hours, skills profiles, queue, maximum wait times and more.

Easy Overflow

Manage overflow with ease to avoid customer dissatisfaction. Enable dissuasion messages, number-prompted call-back, and more.

Transactional IVR

From end-of-call Surveys to PCI compliant payment processing, Hermes Contact Plus delivers truly optimised contact centre operations to improve agent performance and your bottom line.

Comprehensive inbound call handling, coupled with intelligent skills routing, overflow capacity and self-service, transactional IVR.

Increase first-call resolution and amplify agent productivity

Outbound



Dial Modes for Every Campaign

With preview, progressive, predictive, and auto-broadcast dial modes, Hermes Contact Plus delivers productivity to suit all your campaigns now, and in the future.

Call Back Scheduling

With Hermes Contact Plus, you save time and keep your promises. Call-backs are diarised, auto-dialed and delivered to agents on schedule, to resume conversations where they were left off.

Call Strategies

Hermes Contact Plus boasts call strategies and profiles to increase right party contact, maximising sales opportunities for your Agents and avoiding wasted conversations.

With multiple dial modes and call strategies, Hermes Contact Plus enables effective outbound campaign tailoring with complete precision.

Convert leads faster to accelerate your sales

Email & SMS



Automatic Key Word Analysis

Hermes Email scans subject and body for key words in content enabling effective and rapid distribution to skilled Agents for quicker resolution.

Pre-Defined, Templated

Respond to common queries and ensure compliance with fully configurable pre-defined email responses, with attachments. Resolve more, better and faster.

Black Lists

Protect Agents' valuable time and avoid frustration by enabling email black-listing to screen out time-wasters and spam.

Automatically queue, content-scan and deliver emails to skilled agents for faster response, quicker resolution, and happier customers.

Increase first-call resolution and amplify agent productivity



Responsive Engagement

Boost customer engagement with web chat prompting, complete with click-to-call, across all your sites. Track browsing history and drop-off behaviour; identify optimum engagement zones for more sales and better customer service.

Automatic & Manual Chat

Automatically initiate Web Chat when conditional thresholds are met or let Agents manually engage by requesting Chats with site visitors for maximum productivity.

Co-Browse Sites & Collaborate

Enhance the user experience and reduce time-to-purchase; empower agents to directly help users browse and navigate your web sites to facilitate customer service and boost sales.

Proactive, real-time web assistance. Conference in experts, transfer sessions to agents and supervisors, and whisper to improve collaboration. and delight visitors.

Grow online and improve customer engagement

Social



Multiple Campaign Strategies

Establish campaigns via Twitter/Facebook sites, hashtags, keywords, phrases, sentences, language and more.

Geo-Tagging for Trend Analysis

Gather valuable campaign insights through geo-tagging tweets to identify patterns for effective and localised response.

Simple & Easy Management

Save agent time and resolve issues quickly with social media interaction queuing and skills-based routing.

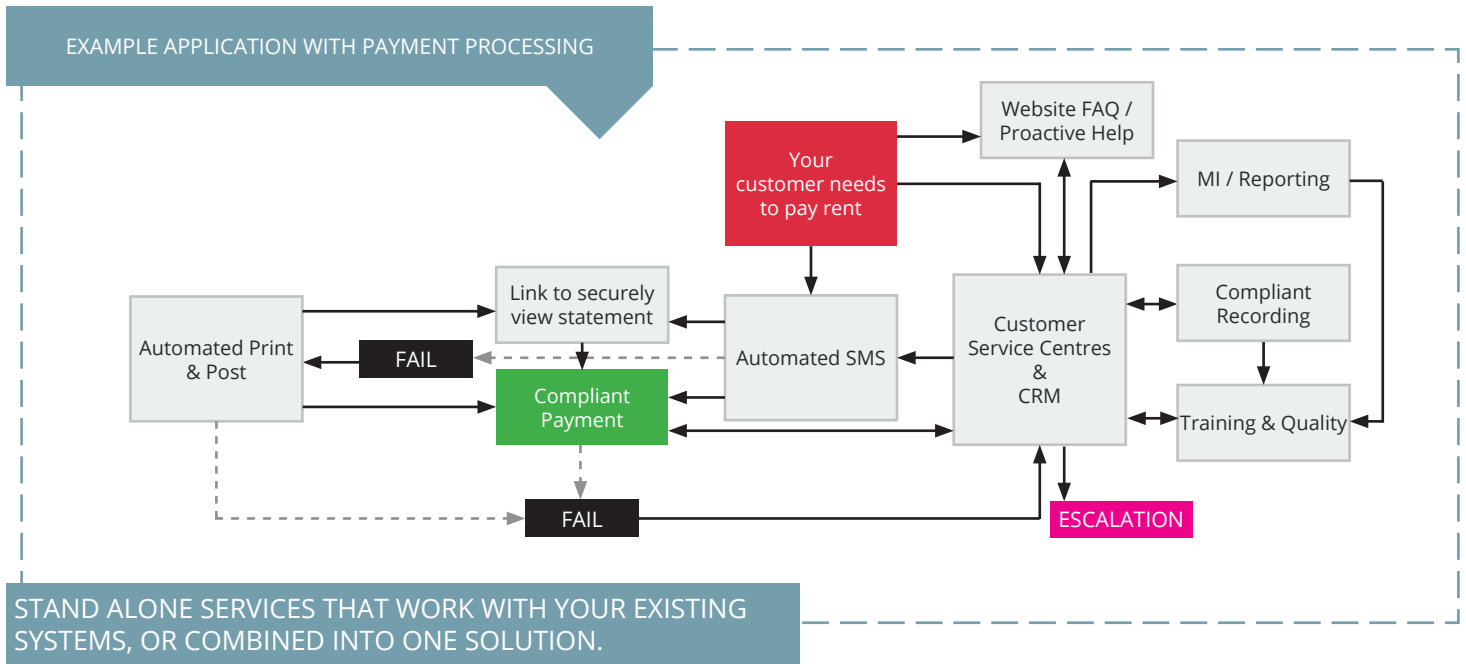
Engage with customers, contacts and communities directly and rapidly. Facebook, Twitter or blogs, be in-the-know and proactively respond to delight visitors.

Convert customers to ambassadors with social tools

Agile, omni-channel convenience for visitors, customers, agents, supervisors and managers, throughout the Customer journey.



Agile, Integrated Solutions that Save Time and Money



Why Us?



Joined Up, End-to-End

Reduce headcount. Our service is monitored, managed, supported and delivered, end-to-end, direct to user desktops, whether on-site or remote. And assured with upgrades and maintenance, all included as part of the service.



Integrated Efficiency

Connected applications optimise performance through automation and enhance productivity of teams. And by delivering valuable management insights that help shape and reshape operations.



Resilient, Scalable Cloud

Designed for Communications, CAL - The Cloud offers capacity as required, and with our infrastructure housed across two data-centres, you can be assured of continued uptime. Guaranteed.



Agile, Flexible

Fail fast. Try and test new features and functionality quickly, and on demand with little capital outlay or risk. Add or remove whole sites, remote workers and/or applications rapidly, easily and roll out changes step-by-step or all at once.



Secure, Compliant

Payments, call recording, dialler, or simply sending emails, our applications are fully secured and legally compliant - users are automatically restricted to legal thresholds saving time.



Single Opex Supplier

Nominal capital outlay and low per user, per feature, monthly costs, calls included, plus optimisation from cloud migration, delivers immediate and ongoing cost savings, often at least 20-30%.

Solutions. As a Service.

Established in 2003, M12 Solutions is a single source telecoms firm who supply all the phone systems, network services and superfast Internet connections needed for its customers to improve their competitive advantage. M12 Solutions clients enjoy a close long term working relationship, and very prompt, attentive service levels which have been recognised by the business winning many significant national and local awards.

By integrating industry-leading communications products as one solution in the cloud, our clients enjoy superior features and functionality, on-demand, to use anywhere, globally. And with per feature, per user, per month pricing, our clients receive the right services for them, where, and when they need them.



Find out more about Hermes Contact Plus today:

0345 408 1212

M12 Solutions Fareham
The Belfry, Solent Business Park,
Whiteley, PO15 7FJ

M12 Solutions London
6 Hay's Lane,
London, SE1 2HB

www.m12solutions.co.uk
info@m12solutions.co.uk
0345 408 1212

