

FREE SOFTWARE AND SUPPORT TO HELP UNPRECEDENTED LEVELS OF DIGITAL INTERACTIONS DUE TO COVID-19

To help automate and improve digital interaction handling, get Digital INBOX up and running in three days to help reduce pressure on staff.

Customers have flagged a problem to us, they have had a massive increase in the volumes of emails (and other digital interactions), from their customers and supply chains, further compounded with a distributed and reduced workforce. They are concerned about being swamped, managing and meeting customer expectations, Service Level Agreements (SLAs) and providing effective responses, not to mention ensuring they have sufficient manpower to support their vulnerable customers.

What we're offering

- No licence or transaction charges until August*
- Up and running within 3 days
- Free ½ day training
- Free support until August
- Heavily reduced set up charges (£2,500 set up, excl. VAT) based upon 1 day project management, 1 day installation and 2 days configuration
- Google Cloud Platform, hosting charges at heavily reduced cost

**We will be reviewing the situation and will contact you at the beginning of July to see if you would like to continue using INBOX from August 1st 2020. If so, the solution will remain in place and transition to a monthly SaaS agreement from the 1st August.*

How we've helped



“IN THE MOST CHALLENGING BUSINESS CLIMATE WE HAVE EVER SEEN, THE BIGGEST GAIN FOR US IMPLEMENTING INBOX IS EFFICIENCY,

through automated organisation of our work load and the ability to report on the types of requests our customers are having, to help us implement self-service for our customers. With the intention of this leading to marked bottom-line cost savings. Implementing INBOX was very straightforward. The team took the time to understand our needs, build our MVP and give us control of our destiny in five days. The continual enhancement of the product has been a joint effort from both sides, with new features delivered within hours and days.”

Neil Whitaker, Head of IT,
Mercury Holidays & Sunspot Tours Limited

How can Digital INBOX help?

INBOX sits outside the contact centre, acting as a triage, processing large-scale digital interactions, whether email, chat, social messaging, or WhatsApp. INBOX automatically reads (content, context and sentiment), responds, prioritises, categorises, creates queues and tickets for fulfilment.

Use people where it counts

INBOX will only pass messages into the contact centre or back office (including mobile and home workers) where required, automatically responding to messages, with templated responses and automatically route messages to the most suitable agent – depending on the context of the enquiry. Helping to allocate valuable human resources to deal with real-time urgent customer interactions.

Non-invasive, rapid deployment

The solution is a SaaS application hosted in Google Cloud Platform, meeting data sovereignty and security requirements, enabling rapid deployments and limitless scaling, with zero service interruption implementation. As part of the implementation process we will train you on how to set up additional queues and flows through an easy to use interface to support your fast changing needs.

Consistent message handling

Inbuilt SLA management, audit trails and management information, enable you to vastly improve your ability to maintain consistency of message handling, operate across a distributed workforce, accommodate reduced levels of staff availability and cope with unprecedented spikes in demand.

Integration with your contact centre

The system can also be integrated with you contact centre system*, to deliver messaging directly into the appropriate queues, route directly into the agent's call centre screen, providing a single pane of glass control for agents, call centre supervisors and managers alike.

**Mitel integration is already built in, other solutions will require more time to integrate.*

WE'RE HERE TO HELP

Get in touch or contact your Britannic account manager to talk through the details and see INBOX in action.

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