Virtual Contact Centres

Lift customer care into the cloud

Recapture capital, strengthen security, boost customer and employee satisfaction, and scale for the future with a Virtual Contact Centre (VCC) solution from Rogers.

Contact centres face more challenges today than ever before. Asked to do more with less, everyone from agents to administrators to managers grapples with inefficient yet costly infrastructure, inconsistent reporting, and more demanding customers.

Empower your employees with the tools they need to make your customers happy – all while saving money. Virtualize once-vital hardware, consolidate your many different applications, and centralize all of it in a secure, private cloud network by leveraging the power of VCC.

Key Benefits

Greater customer satisfaction

Customers are not bounced from queue to queue, which is a common issue with legacy interactive voice response (IVR) systems. Consequently, response times are faster and first-call resolutions are greater. Plus, since voice communications travel through the private Rogers network rather than the public Internet, call quality is improved.

Agent agility

All communications tools are found in a single virtual environment so agents can swiftly switch between phone, email, instant messaging, fax, social media, and more. They can also customize their interface for even greater intuitiveness and reaction time.

Recaptured capital

Virtualized infrastructure eliminates the costliness of maintaining outdated equipment, such as legacy IVRs and automatic call distributors (ACDs). Furthermore, VCC services are paid for on a monthly basis, making costs predictable, and they can be bundled with other services, such as SIP Trunking.

Higher employee morale

Greater agility and happier customers bolster employee job satisfaction, reducing turnover rates. Also, being able to access their tools through a secure online portal means greater work flexibility, and improved real-time quality-management tools enable immediate recognition and coaching.

Additional Benefits

Better business insights

Since reporting is also housed in the same virtual environment as other tools, reporting becomes consistent, accountability is increased, and more informed business decisions can be made.

Stronger security

Since communications travel through our private cloud network, its security isn't compromised by running through the public Internet, as is the case with legacy VoIP systems.

Seamless scalability

Services and voice channels can be added or subtracted with no disruption to your operations and no additional investment in infrastructure.

Build on fundamental features and functions when you move to the cloud

When you switch to a VCC solution, you'll still have access to all of the application, management, and reporting tools associated with a conventional contact centre – but all in one place for clear visibility and streamlined management.

Unified communications

Continue to enjoy features, such as auto-attendant, conferencing, desktop call control, IP PBX, and more.

Contact centre capabilities

ACD and IVR functionalities remain intact, as does everything from voicemail and instant messaging to post-call surveys and analytics.

Business process automation

The technologies that make certain tasks more efficient, such as social media integration, call recording, PBX, and more, are more efficient when centralized in the cloud.

Contact your Rogers account representative today

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