

Aculab and Intelcom:

Intelcom Customer Contact solution brings operational and business agility to the world's contact centres



Partner:	Intelcom
Solution:	Cloud-based contact centre platform
Industry:	Various
Requirement:	Inbound and outbound capabilities

The challenge

Intelcom deploys its cloud-based solution to serve many sectors, including retail, manufacturing, utilities, and business services.

The commercial and economic needs of the customers it serves are many and varied, and the demands they place upon Intelcom include the ability to accommodate growth and elastic call volumes, maintain high levels of customer service, and to meet regulatory targets. Intelcom's technology needs include:

- Automated call routing
- Dialler functions
- IVR and self-service
- PCI compliance and call recording
- Silent monitoring

The solution

Intelcom uses Aculab's telephony software for its cloud-based, multi-channel contact centre and contact management service. The software enables callers, users and agents to access the system using their preferred technology, regardless of location. Inbound calls can be answered by IVR for customer self-service, and routed or transferred to agents or help desk staff as necessary.

Silent monitoring is available to any supervisor, and PCI compliance is supported through in-call suppression of keyed data such as PINs. Outbound dialling can be used for 'call back in queue' functionality and for call centre campaigns, greatly enhancing the efficiency and productivity of agents.

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Here's what Intelcom told us

"We decided to use Aculab's software platform for Intelcom, because it is vitally important to be able to deliver resilient, reliable functionality and a consistently high level of service availability to our customers. It is imperative we are able to bring scalability, as well as operational and business agility, to the world's contact centres.

Intelcom is an important business tool that makes a tangible difference for all of our clients and stakeholders, and using Aculab's deployment proven technology gives us huge confidence in being able to deliver on our customer promise from the outset.

Working with Aculab has been a smooth ride, primarily due to its excellent support team and our familiarity with its APIs, which meant that the integration of its software was a breeze."

Jo Sverre Lindem
VP Operations
Intelcom Group AS

For more information

To learn more about Aculab Cloud and Aculab's extensive telephony solutions visit:

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The Outcome

Businesses choose Intelcom's services as an alternative to investing in costly, new equipment and having to support and maintain on-premises hardware. The Intelcom solution, including Aculab's software, is hosted within a global carrier network environment. It handles over 500 million transactions per year for some customers, whilst for others it deals with call volumes that can increase by 600 percent during peak periods, delivering an uninterrupted service at all times.

Intelcom's Aculab powered platform enables numerous organisations to implement virtual, cross-border, centralised facilities for functions such as reservations, help desks, and customer service centres. It also helps deal with problem scenarios such as short term peak call volumes, and the need to continue business grade voice services in the face of situations such as unforeseen campus evacuations or adverse weather conditions.

The flexibility of Intelcom makes home-working possible for many businesses, boosting productivity and increasing customer satisfaction. Its reliability and scalability ensures that customer service levels are met or exceeded, and for participating users, the system is fully compliant with PCI and other regulatory frameworks.

About Intelcom

Intelcom is a leading provider of contact management solutions. With over 17 years' experience, Intelcom was one of the first to develop a cloud-based contact centre. Highly flexible and scalable, Intelcom can be adapted to accommodate one to several thousand concurrent agents using any device, in any location and integrates with multiple applications seamlessly.

Intelcom is one of the few contact centre solutions that is completely multi-channel. Intelcom agents can respond to Phone, Email, Chat, Social Media and SMS enquiries all within the one application. Recognised by Gartner as a Magic Quadrant challenger in 2015, Intelcom has operations in 25 countries around the globe and its carrier grade contact centre services, available standalone or from within Salesforce, Microsoft Dynamics and ZenDesk are used worldwide by over 900 enterprise and corporate organisations. www.intele.com

About Aculab

Aculab is an innovative company that offers deployment proven technology for any telecoms related application. Its enabling technology serves the evolving needs of automated and interactive systems, whether on-premise, data centre hosted, or cloud-based.

Over 1000 customers in more than 80 countries worldwide, including developers, integrators, and solutions and service providers, have adopted Aculab's technology for a wide variety of business critical services and solutions.

Aculab offers development APIs for voice, data, fax and SMS, on hardware, software and cloud-based platforms, giving a choice between capital investment and cost-effective, 'pay as you go' alternatives.