

# OMNICHANNEL

Whatever the medium of engagement, Broadband Dynamics offers the solution. Broadband Dynamics offers an Omnichannel solution that includes Voice, Email, Web Chat, Social Media, and SMS. Today's consumer expects a choice of contact media type. They may even expect a conversation across a number of these. Our solution offers end-to-end support for non-voice media types, and connectors to integrate with any 3rd party applications that handle them, e.g. speech recognition, chat providers, social media alerting tools, and etc.

## KEY FEATURES

### **Multimedia Solutions**

(e.g. voice, email, chat, social media) Make the most of customer engagement opportunities and maximize agent productivity by using a variety of media.

### **Inbound Solutions**

(e.g. customer service, technical support, help desk) Offers a smooth customer journey through IVR to the right CSR and great service.

### **Blended Solutions**

Respond instantly and automatically to service level requirements by moving agents freely across campaigns of any media type including voice, email, chat, and social media.

### **Outbound Solutions**

(e.g. telesales, debt collection, market research) Maximize agent talk time and minimize idle time while staying within legal limits for abandoned calls.

### **Scripting for IVR and agent**

Scripter tool allows the easy creation of the most complex branched scripts for both IVR and agent. Easily build sophisticated routing based on campaign needs. There is no limit to the media types agents can be assigned.

### **Outbound IVR**

Voice messages, SMS's and emails can be sent directly from the IVR. Messages can be played including response options for further action.

### **System Integrations**

Integrates with non-voice media types, and connectors to applications that handle them, e.g. speech recognition, chat providers, messaging apps (such as WhatsApp/- Facebook Messenger), and Web calling (via WebRTC).

### **Agent Efficiency**

Agents can be members of several queue types. For instance, a CSR on an inbound campaign could simultaneously handle several email conversations, chat and social media sessions. This enables the best possible use of agents' time.

### **Call Recording**

Call recording and retrieval can be setup for the entire call or just specific portions like answers to an interviewer questions.

### **Reporting**

Manage campaign performance with both historical and live displays reporting available through an easy to use application.

### **Cloud Based**

Faster implementation and no expensive equipment to purchase.

# ADDITIONAL FEATURES

## Agent Interface

Agent Desktop; Scriptor; Webphone (webRTC). Secure, convenient and cost effective way to support home workers.

## Supervisor Application

Supervisor Desktop provides control features that give the supervisor the tools they need to manage teams of agents. The supervisor can see a list of agents, monitor them and also change the campaigns they are working.

## Screen and voice recording

Supports audio recording of agent & customer conversations and screen recording of the agents workstation.



## History

Broadband Dynamics ("BBD") is a facilities based voice carrier and SaaS provider that for over 20 years and has been serving a very narrow niche clientele - the highest volume segment of the commercial voice market. BBD clients include some of the largest BPOs and contact centers in the world.

## Products

BBD's core product set includes Outbound, Toll Free and DID voice services, PBX, as well as a full suite of Omnichannel Contact Center Software applications, including Cloud Dialer, TCPA "click to dial", IVR, SMS, Voice Messaging, Email and Chat. Our clients can purchase these services as a fully unified suite, or on an "a la carte" basis to fit their specific needs.

## Value

BBD has been helping its clients reduce their telco/SaaS cost and improve profitability. We do this offering the same 99.999% Service Level Agreement as any other major carrier, but while providing a higher, more personalized and attentive level of "white glove" service than other telco carriers/SaaS suppliers are capable of providing. In summary, we provide our customers with "more for less".

