

Contact Centre

Providing customer satisfaction in every engagement

Create AI driven connected customer journeys, across multiple channels.



Our Contact Centre and Communication Platform solutions enable you to deliver the best-connected customer experiences. AI-powered and integrated into your line of business applications, our solutions ensure you can respond to your customers quickly and efficiently.

72%

Of customers want to choose their preferred channel to engage and interact with a business

- 2023 - Cisco Live

#1 Priority

Improving employee engagement and empowerment in the number one priority for contact centre providers

- Contact Centre Pipe line

What Makes us Great



Only UK Partner

holding both Microsoft & Cisco Advanced Collaboration specializations and the Cisco Webex Contact Centre Specialization



Migration Expertise

experience migrating on-premises solutions to the cloud & integrating cloud-based contact centres with business tools.



Managed Services

We provide a true end-to-end customer care solution to migrate solutions and support your business



20+ Years

of experience delivering Contact Centre solutions

Our Intelligent Contact Centre solution aims to enable next-generation customer service by infusing your contact centre with AI and cloud analytics. This allows customers to get better answers faster and agents to be more productive.

We continually evaluate new capabilities and technology to ensure, we can bring to our customers solution features such as Smart Chat

Bots, which can escalate to a Conversational AI Virtual Assistant that can detect customer sentiment real-time and alter the interaction accordingly. Thus, increasing customer satisfaction and loyalty.

We also provide a true end-to-end customer care solution to migrate solutions and support through our Managed Services.



Beyond Expectations



“Cisilion is a very professional organisation and I have great confidence in their ability to deliver complex projects of this type with ease. All of their personnel have been engaging and supportive and we have definitely chosen the right supplier.”

Mabel Harvey,
IT Director, Fieldfisher

Outcomes & Benefits



AI Driven Experiences

Utilising the power of AI, extend the capabilities of your data centre, extend the capabilities of your agents and enhance the customer experience. AI driven contact centres allow you to operate 24x7 through self-service capabilities and smart chat, reduce the time for call wrap-up with automated note taking and deliver real insights into your customers that are actionable.



Multi - Channel Communications

Give your customers the choice of engaging with you via *their* chosen channel. Allow engagement with automation across a multitude of digital and social media and messaging platforms, securely interacting with back-end business systems



Workforce Optimisation

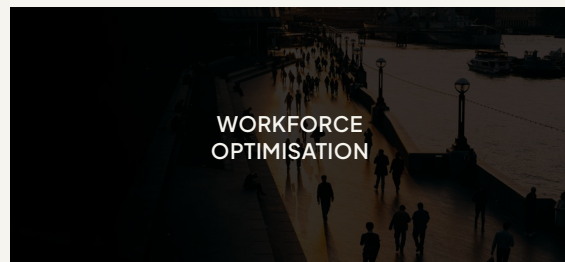
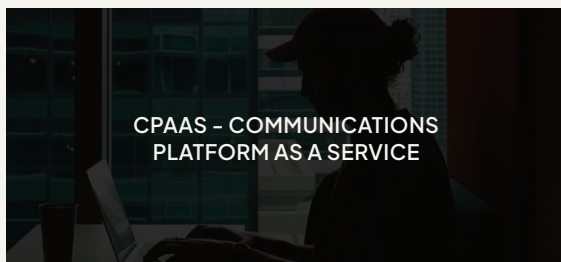
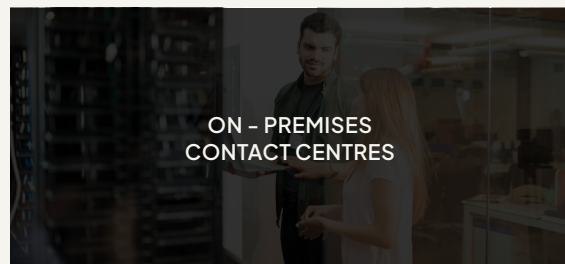
Platforms designed to support your agents, flexible to work the way your agents work, drive collaborative working between agents and supervisors and deliver enhanced quality management within your contact centre environment.



Contact Centre with no Boundaries

The contact centre is not restricted to your site, deliver the same experience to your agents and your customers regardless of the agent location.

Our Contact Centre solutions are based around four key areas:





Scan for website



Our Clients



Cloud Contract Centre deployment

Call Recording

Microsoft Teams Intergration via Luware



North West London Clinical Commissioning Group



500

user Contract Centre managed service

Microsoft Teams Intergration Via Luware



5000

user Telephony & Contact Centre migration

Cisco Call Manager

Microsoft Teams intergration

About Cisilion

Our customer led approach means we work with firms globally to successfully implement collaboration experiences that inspire employees and help retain and attract top talent.

Our award-winning projects are complemented by our long-standing and strate-gic relationships with some of the world's leading technology partners including Gold Partnerships with Cisco and Microsoft.

As 1 of only 2 UK partners who hold both Cisco and Microsoft advanced collaboration ac-creditations, you can trust that we have complete expertise to deliver. From intelligent spaces, secure network, managed meeting rooms, and employee devices – you can rely on us.

[Book a workshop with our Contact Centre specialists](#)

