

Contact Centre as a Service (CCaaS) Solutions

A complete omnichannel solution for exceptional customer experiences and engaged contact centre agents to boost your brand reputation, delivering Peace of Mind as-a-Service



In the era of omnichannel communication, the contact centre is at the epicentre of many organisations' customer contact strategies. Whether they prefer voice, web chat, email, social media, or SMS channels, customers now expect smooth communications that lead to swift, stress-free resolutions without the need for multiple points of contact.

In response to these challenges, Exponential-e offers a flexible, scalable Contact Centre as-a-Service solution, which puts the tools that agents need directly at their fingertips, whether they're working in the traditional contact centre environment, at home, or on the move. Consolidating and simplifying all channels of communication allows for more efficient contact centre operations, where the need for recurring communications is kept to the minimum and first-time resolutions are achieved as often as possible. This, in turn, leads to tangible savings in terms of both costs and time, and delivers complete peace of mind for agents, managers, and – most importantly – customers.

For contact centre agents...

All customer data is fully centralised and stored securely in the Cloud, where it is automatically available when a customer makes contact, regardless of the channel. If agents then need to engage with a colleague to achieve a successful resolution, the CCaaS platform offers multiple tools to enable effective cross-site communication and collaboration, streamlining internal processes and ensuring successful resolutions, including a knowledge management module that significantly streamlines the training process. With a single, intuitive interface for all critical tools, data, and support, agents are free to focus on delivering a world-class standard of customer service.

For managers and team leaders...

The rise of hybrid working has presented managers and team leaders with a number of challenges when it comes to visibility of their teams' performance, monitoring of KPIs, and workforce management. Exponential-e's CCaaS platform provides a range of tools for effective scheduling and workforce management, along with real-time tracking of agents' performance. In particular, our ticketing solution streamlines and automates the process of distributing and tracking customer issues, allowing the process to be managed through a single dashboard. This way, managers benefit from a high-level overview of their entire workforce, empowering them to cultivate talent by providing coaching, training, and support when necessary.



For IT departments...

As CCaaS is a managed, Cloud-based solution, internal IT departments enjoy the support of Exponential-e's own experts, ensuring compliance requirements are met, the latest threat intelligence is acted upon, and performance is fully optimised at all times, across all locations.

CCaaS features

- A fully managed, Cloud-based solution, supporting effective scaling and business continuity.
- Omnichannel communication, with intelligent routing.
- Workforce management, back-office integration, and real-time reporting.
- Automated KPI scoring, sentiment analysis, and feedback escalation.
- Seamless integration with our Microsoft Teams Direct Routing and UCaaS solutions.
- Centralised interaction recording, which can be integrated with Microsoft Teams.
- Outbound dialler and call back.
- Quality monitoring and speech analytics.
- Automated ticketing, with rule-based routing and escalation.
- Knowledge management.
- 24 / 7 x 365 support from our UK-based service desk.

CCaaS benefits

- Boosted profitability, customer retention, and brand reputation.
- A single view of each customer's data and case histories, removing silos of information.
- Proactive monitoring of agent performance and wellbeing, even when working remotely.
- A better understanding of the entire customer journey, across every point of contact.
- Optimal call quality, powered by our self-owned, business-only voice network.
- World-class protection for all customer data, through Exponential-e's leading-edge security ecosystem.

Multiple licensing options, to suit your agents' requirements

For named users

Contact Centre Voice, plus and additional agent channel (e.g. Voice/Ticketing)

Contact Centre Voice, plus two additional agent channels (e.g. Voice/Ticketing/Web Chat)

Contact Centre Voice, plus all agent channels

For concurrent users

Contact Centre Voice, plus and additional agent channel (e.g. Voice/Ticketing), with the license not assigned to a specific user

Contact Centre Voice, plus all agent channels, with the license not assigned to a specific user

About Exponential-e

Exponential-e is a UK Cloud, Connectivity and Communications pioneer. Our commitment to innovation and consultative approach – combined with a self-owned, carrier-class network and presence in 34 world-class data centres across the UK – has made us a trusted technology partner for more than 3,000 companies, with nine ISO accreditations, a customer satisfaction rating of 96%, and an industry-leading NPS score, updated live on our website.

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