

# Embrace the customer engagement revolution

## Managed Contact Center with Cisco

An all-in-one contact center service secured by Orange cloud, powered by Cisco technology, that is highly customizable to match your needs.

### Omnichannel Contact Center

Manage customer engagement across all channels thanks to a single integrated view of contacts and intelligent management of the universal queue.

### Scalability, autonomy and reliability

Easily monitor staff and activity, remove technical complexity and costly equipment – all while ensuring high global availability and unlimited scalability.

### Robust and full cloud IP telephony solution

Leverage contact center and unified communication services, both powered by Orange cloud and Cisco robust HCS technology, to handle high contact volume.

### Ideal for companies with:

- 250+ agents across multiple geographies
- Omni-channel routing needs over an IP infrastructure



**Business  
Services**



# All-in-one innovative customer experience service

Analytics to turn customer data into actionable insights

Bots to automate interactions and processes

Contact Center – as a Service, hybrid, on-premises – to deliver prompt response and issue resolution

Workforce Engagement to boost agent performance

CRM integration to create truly personal engagement

Collaborative services to ensure smooth communication between front-office agents and back-office experts

Interactive Voice Response to provide intuitive self-services



## The Orange difference

### Worldwide availability

We rely on regional datacenters in the USA, Europe and APAC and unrivalled global coverage to make contact with customers wherever they are and connect them with skilled agents.

### 24/7 customer service

Leveraging 5 Major Service Centers and 24 Local Service Centers, we deliver follow-the-sun support and incident management in over 30 languages.

### Unmatched expertise, extensive experience

200 consultants to help you define the appropriate strategy and 550+ certified experts to design, build and manage your solution.

## Orange

The power of a global operator and a large scale digital services provider

2017 APAC Cloud Contact Center Service Provider of the year by Frost and Sullivan

2017 Leader in Contact Center as a Service Gartner MQ Western Europe

A  
unique  
partnership

## Cisco

The worldwide leader in IT and networking

2017 Leader in Contact Center Infrastructure Gartner MQ Worldwide

2017 Leader in Unified Communications Gartner MQ Worldwide

2017 Leader in Meeting Solutions Gartner MQ Worldwide



**Business  
Services**

More information on  
Orange Business Services

<http://www.orange-business.com/en>

