



The network behind the world's top networks

USE CASE

BICS VIRTUAL NUMBERS FOR GLOBAL CONTACT CENTERS

Customer

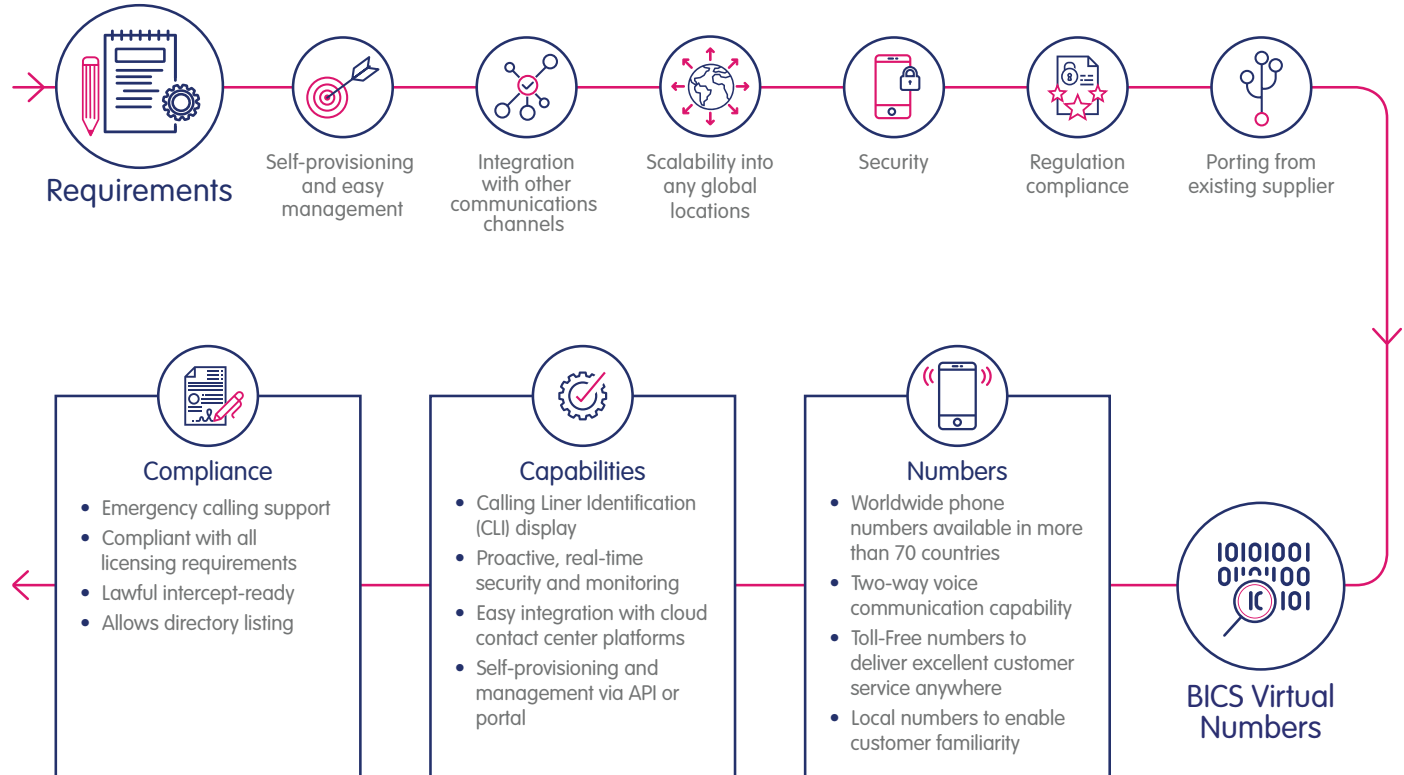
The contact center is an important customer touchpoint for any brand. It is essential that both in-house and outsourced services have reliable and unified communications channels if they are to deliver the best customer experience.

Consequently, cloud platforms have transformed contact center operations by enabling omnichannel communications, improved capabilities and an increased Quality of Experience (QoE). More than 62% of organizations now have their contact center in the cloud, and 46% of those that don't are considering migrating.¹

A cloud-based telephony infrastructure provides easy integration with existing platforms. It enables high-quality communications over voice and other channels, and ensures flexible scalability into new locations and markets at an accessible cost.

Results

With BICS Virtual Numbers, APIs, portal automation, and fraud protection, global contact centers can provide a greater QoE for pre or post-sales support, via worldwide seamless connectivity and high-quality voice coverage. Local and toll-free numbers give contact centers a significant competitive advantage with ease of access for consumers at very low rates or for free, regardless of location.



API and portal capabilities

Global contact centers can use BICS MyNumbers APIs or self-service portal to simplify and manage virtual numbers in real-time. Integrate with contact center business processes or white-label for customers.



Check available stock (all or by location)



Get pricelist (by product and/or country)



Order single or multiple numbers



Get inventory



Get locations (all or by country)



Create, update, get and delete addresses



Get number details



Get PoPs (Point of Presence)



Update routes

¹<https://www.talkdesk.com/resources/infographics/7-benefits-of-moving-your-contact-center-to-the-cloud/>