



Helplines for addiction are playing an increasingly vital role in our society. These services are typically self-funded and staffed by volunteers who share their experience, strength and hope with each other so that they may solve their common problem and help others to recover from their addiction. The focus is concerned solely with the personal recovery and continued abstinence of the individual and the only requirement is a desire to stop using.

Case Study

A close-up, side-profile photograph of a person with blonde hair wearing a silver and black headset with a flexible boom microphone. The person is looking towards the right. The background is a soft, out-of-focus mix of white and light green.

Crisis
Helpline

The Challenge

The helpline service requirements are similar to a traditional contact centre but by its nature they are more of an 'informal contact centre'.

The helpline contact centre is 'virtual', in that none of the volunteers turn up for their shift to sit at a desk in an office with a fixed phone and a headset. Management of the volunteers is a constant challenge. For each shift window a volunteer needs to be scheduled as the primary contact, along with a backup volunteer to take the call if the primary is busy on another call. The calls need to be routed to wherever the volunteer advisors are, typically to their personal mobile phones.

Call volumes for crisis services are typically quite low, nonetheless it is vital that the service is reliable, the calls need to be handled efficiently and the callers need to be routed 24x7x365 directly to a volunteer that can help.

The existing helpline telephony system had several limitations, particularly the ability to configure the large number of shift combinations as well as needing volunteers to log on and off at the start and end of each shift. Routing calls to advisors who are using a personal mobile can be a potential problem - if the volunteer doesn't answer quickly enough the calls can end up being answered by the mobile voicemail. A better more reliable method needed to be devised.

The Solution

When an opportunity arose for Voice Simplified to get involved with one of the principal UK 24x7x365 helpline teams, we gladly agreed to join the project and help out. The Call Centre Simplified software suite is very flexible, and its modular nature enables it to be configured to meet the needs of most modern call centres. We quickly engaged to understand the helpline's needs and suggest some simple but effective ways to resolve their main challenges.

"It's been a while since we last spoke and I can only say that is really because the service your company provides is so reliable there have been no issues to contact you with!"



Business Value

The initial Helpline project was focused on the London region and the new service has proven to be extremely reliable and easy to manage. The success of the pilot region has led to discussions to roll the service out nationwide.

Some of the features used in the Helpline project include:

- ✓ IVR intelligent call steering and messaging
- ✓ Hunt Group outdial to PSTN
- ✓ Pre-scheduling of the shift rotas with calls automatically routed based on the rota
- ✓ Route to an 'advisor group' – based mainly on their mobile numbers, but also a mix of additional endpoints, home phones etc. Route to alternative ring groups if no volunteer available, no answer
- ✓ Persistent dialling - avoids calls being answered by the mobile's voicemail – volunteers press a key to accept the call, otherwise the system will continue to call the other volunteers in the ring group
- ✓ Instant Messaging / Chat between the volunteer and their management support team
- ✓ Web Portal to manage shift rotas, routing conditions etc.
- ✓ Call monitoring / intervention (for managers to monitor calls, coach volunteers or take over the call as necessary)
- ✓ Real-time Wallboards / Dashboards, Reporting.

- *Volunteers can work from home or the office to provide a 24/7/365 service to callers.*
- *Automated call distribution can be configured to suit your volunteer rota.*
- *Forward calls to land-line or mobile or volunteers can receive or make calls using the free mobile app.*
- *Monitor volunteer call stats to ensure that the charity SLA are being met.*
- *Monthly rolling contract, avoid signing your charity to a long-term telecoms commitment.*
- *Pilot our solution before any commitment to ensure our solution is the right fit for your organisation.*

*Special Registered
Charity Discounts
available for Non Profit
Organisations.*



Who are Voice Simplified

Voice Simplified is a young, exciting, growing company. We provide communication services for voice, video, conferencing and IM solutions, across a multitude of devices. The adaptability of the Voice Simplified product suite along with our flexible commercial models mean that we can satisfy any business need, from a single office PBX scaling up to large enterprise multi-location organisations with inbound and outbound contact centre teams with offices in multiple countries.

Our Focus

At Voice Simplified we focus on cutting edge, cloud based, unified communications. Our solutions use existing technologies such as Enterprise Skype for Business, Office 365, Dynamics and very soon Microsoft Teams. The easy to configure, cost-effective communications we provide are infinitely scalable and run on a subscription pricing model.

Our Market

Our market is simply any business that needs PBX telephony, Unified Communications or Contact Centre functionality to interact with their customers. We can work within any given market to scope and provide infrastructure and interfaces to clients for on-premise, hosted or hybrid solutions. We primarily work through third party Partners - Microsoft Managed Service Partners as well as general UC / Telecommunications Partners and IT providers.

Our Mission

We aim to revolutionise the way businesses interact with their customers, managing both inbound and outbound communications with intelligent joined up solutions. From provisioning to delivery, our cloud-based solutions can be accessed through the web, allowing as much or as little autonomy as the business requires. Simply put, we wish to give our customers and resellers the tools and guidance to be able to completely satisfy their customer's communication goals.

Why Voice Simplified?

Why now?

New collaboration tools like Microsoft Teams is going to be a game changer. Companies of all sizes will look to adopt Teams linked into O365 as their corporate communications standard, not just for internal communications but externally as well. Voice Simplified's cloud PBX and Contact Centre suite natively integrates with Teams and Skype for Business, making Teams immensely powerful and able to make a call or receive a call anywhere in the world. So, does this mean it is time to make that change from the legacy IP PBX? Yes, it probably is.

Some of what makes Voice Simplified different:

- ✓ Easy to deploy, easy to use and if you want to move on you can, but our aim is to ensure you love it and won't want to go anywhere else
- ✓ It is an excellent well thought out Reseller focused UC product suite - the right product coming into the market at the right time
- ✓ We built it, we own it, we can adapt it - to give you exactly what you need
- ✓ Native integration to Microsoft Teams, Skype for Business
- ✓ No expensive dedicated Leased Lines or SIP circuits required
- ✓ No geographical barriers - International service provision is available across many countries

A flavour of what we can do:

PBX

Connect your VoIP desk phone, PC, Mac, tablet or mobile device to our PBX solution. Callers will always hear a UK ringtone regardless of where the call is answered. All your telephony on your choice of device, behind one number.

PBX Services

Hunt groups, Pick-Up Groups and Eavesdrop (Spy Groups) Create skills-based groups with Hunt Groups and Pick-Up Groups. Allow condition controlled eavesdrop on inbound and outbound calls.

Connect

Our Simple Voice Connect feature natively integrates with the enterprise telephony features of Skype for Business using our Smart Trunk technology so you can make and receive calls using your Skype for Business app. Future proofed for the transition to Microsoft Teams.

Call Centre Simplified

Flexible Inbound / Outbound Call Centre Solution. Add our Simple Voice modules and Agent Desktop with CTI including Screen-pop into Skype for Business / Microsoft Dynamics, FiveCRM and other SaaS applications.

Call Handling Services

Number Management, Open Times, Menu, Queuing, Conditional Routing and Group Voicemail.

Control your inbound caller's experience using our suite of call handling modules. Combine multiple Simple Voice modules to suit your requirements, making real time updates to prompts and call flows online from any device.

Web Portal

Service management, reporting, CDR's, contracts and billing; everything in one place via a single sign-in, create multiple users that are permission controlled.



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