

Take the initiative. Increase productivity.

As the face and voice of your organisation, your contact centre provides the vital link between you and your customers. To ensure this relationship prospers, your contact centre needs to be equipped with the right tools to provide accurate up to date services and information to customers instantly.

Assura can help you improve operations by increasing first call resolution and ensuring a high standard of customer service with every interaction. Contact centres of all sizes are using Assura to give their customers a World-class Service.

Assura enables you to:

- Answer questions faster and more accurately and consistently, reducing call escalation
- Manage and track service requests, allowing you to provide real time information to customers on their request
- Effectively arrange and maintain your organisation's information
- Ensure critical information is distributed and used across your organisation



The power of Assura



Assura is tailored to your specific needs, to manage your corporate information and processes to increase productivity.

Simple Interface

Assura is designed to be used by anyone in your organisation, anywhere. Assura ensures critical information can be easily managed and accessed by those that need it, when they need it.

Intuitive Workflow

By assigning activity as work moves through its lifecycle, responsibility sits where it is needed, with the software providing notifications and escalations as required.

Flexibility within your existing processes

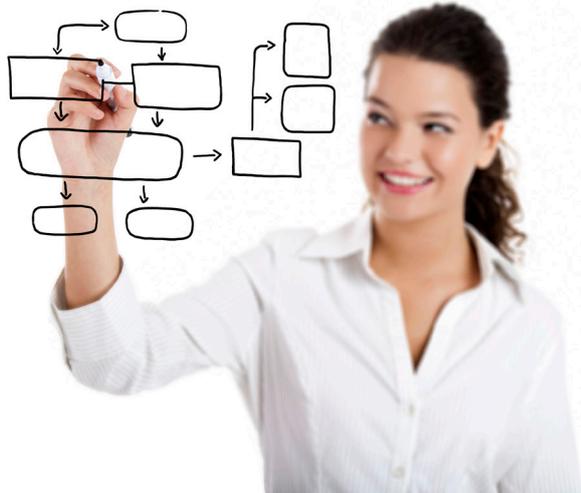
We configure Assura to exactly match your business requirements. The software will grow with you, being easily adapted in the future as your needs change. Assura works seamlessly with your existing IT systems to help enable continuous business improvement.

Exceptional Reporting

Integrated with a Microsoft reporting platform, reports can be developed or modified to make sure you have the essential data at your fingertips to make important decisions.

Deal with the Experts

Assura have great people who care and understand what is important to your business. We're easy to talk to, helping you reach the solutions you need in a clear-cut way.



Intuitive systems for your business

Assura makes it simple to:

- Improve customer experience by providing accurate and consistent information.
- Reduce cost through a reduction in call escalation
- Ensure knowledge is accurate by having subject matter experts create and manage it.
- Provide real-time information on service requests.
- Automate your business processes.

Assura is about you.

Assura is powerful software to easily manage and distribute organisational knowledge, manage and track interactions with stakeholders and customers and to automate business processes.

The software can be altered, enlarged or reduced in scope to suit your exact requirements. The flexibility of Assura means changes can be easily made in real time to cater for ever changing processes and business needs.