

Why Ericsson?

What to chose?

Today, we're overwhelmed with technical solutions and tools to facilitate work and boost business. Solutions so complicated that we need experts to explain their benefits to us. Yet in a world of convergence between IT and telecom solutions, we're often left to wonder what distinguishes one manufacturer's product from the other's. One thing that's certain, however, is the importance of building customer loyalty. Therefore, solutions that help cultivate customer relationships are often the key to success. Simply because better relationships mean better business.

Who to chose?

Software producers both compete and cooperate with providers of telephony solutions and manufacturers of IT equipment, which confuses consumers. However, in some domains there are contenders that stand out. Ericsson, for example, remains unchallenged when it comes to mobility. In fact, the Ericsson brand is mobility in the telecom industry. This is, of course, reflected in the quality of the services provided by Ericsson's communication solutions.

Why?

Take a look at contact centers. Many manufacturers offer routing based on skills – but Ericsson's offer is truly unique. That's why Ericsson Solidus eCare™ is a strategic asset for both operators and enterprises. It's the only multimedia contact solution that ensures that customers always get superior service – which is crucial to both customer satisfaction and loyalty. The reason is 130 years of experience in worldleading communication technologies. And sheer expertise when it comes to mobility.

Why Solidus eCare™?

What can a contact center do for your customer relations?

They say you never get a second chance to make a first impression. Since most customers identify the person answering their call with the company they're trying to contact, this first impression is vital for the customer's perception of the company. Is the call answered quickly by a pleasant voice belonging to someone who is well informed, or did the customer have to wait? If so, was he or she positively surprised to receive special offers while on hold, or was the customer just left to wait interminably? Was he or she directed to the agent who dealt with their case last time, or did the customer have to explain things all over again to a different person? With the help of a sophisticated contact center, every individual can be given special treatment they can't help but be impressed by.

How can a contact center be good for business?

A loyal customer is an enterprise most precious asset. It's been statistically proven over and over again that it costs less to keep a current customer happy and satisfied than to acquire a new one. It has also been statistically proven that 80 % of all consumers regard contact centers as the face of the company, and 68 % of consumer defection takes place because people feel poorly treated. Cutting consumer defection by only 5 % can boost profits between 25 % and 85 %. Solidus eCare™ is the tool you need to improve customer relations and better your business results.

How can Ericsson Solidus eCare™ provide you with a competitive edge?

Solidus eCare™ isn't just a contact center, it's an award-winning IP solution that allows multimodal communication and integrates with your PBXsolutions. It's the only contact center that lets your customers send in a request by SMS and receive an e-mail back with the answer or confirmation. They will be instantly recognized by the management applications and quickly routed to the agent that's best equipped to answer their request. No matter where that agent is. Since the call can be routed to mobile phones, agents can work from anywhere and, if needed, only during peak periods. Customers will notice only that service is excellent whenever they call.

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Why the latest release?

Here's how today's version of Ericsson Solidus eCare™ makes the difference

Building on the award-winning original solution, the latest release of Ericsson Solidus eCare™ provides greater flexibility and scalability and more open standards than ever before. It also offers a high-availability solution, so enterprises can perform with minimal downtime. Both security and redundancy have been increased and management applications enhanced.

Incomparable accessibility

Ericsson Solidus eCare™ is the only contact center solution that lets agents be mobile and still have access to all the corporate facilities and support they require. It provides more flexible ways of working for agents and more dynamic communication for customers, wherever they are in the world and whatever device they happen to be using. A call can be answered with an e-mail, sms, chat, fax – or a call back. And vice versa.

The latest release will support 1,000 agents with 40,000 calls per hour, around the clock. Security and redundancy have been buffered to ensure access even during unforeseen incidents, making Solidus eCare™ the ideal virtual and remote contact center solution.

Unique skills-based routing

The latest version of Ericsson Solidus eCare™ is an all-IP-enabled contact center that offers intelligent routing of all incoming communication across locations, organizations and business functions. This sophisticated skills-based routing simply outperforms the competition because it ensures calls always go to the right agent– anytime, anywhere and by any means.

Solidus eCare™ can now also be segmented to host and manage several contact centers or tenants. This is practical for organizations using different contact centers for different departments, sections, wards or even companies. By configuring and managing the contact center as one system (although it contains many), it can be adapted to different loyalty strategies and customer care programs.

Superior management applications

In the latest version of Solidus eCare™, there are management applications that provide concise, practical and effective information. Enhancements have been made in Desktop Manager (to the graphical user interface for example), Report Manager and Information Manager, as well as in Campaign and Script management applications. This allows facilitated configuration of the contact center and viewing of the contact center's performance in real time. Queues are easy to manage, and reports about the contact center's activity and performance are easy to obtain.

This latest release offers Interactive Voice Response (IVR) throughout the call for better backup, allowing the agent to gain time and work efficiently. After Agent Handling ensures increased efficiency and better customer service. More flexible agent management lets you easily adapt resources to suit revised business strategies, or temporary business needs.

Excellent integration

Ericsson is the only supplier of telephony solutions that offers complete PBX feature transparency to mobile users. They're also easier to deploy and efficient to operate.

The open architecture allows Solidus eCare™ to incorporate your existing business processes such as CRM applications. In fact, the suite of applications is designed to protect previous investments by easily integrating with the telephony infrastructure and evolving with your business needs.

Added customer value

Ericsson Solidus eCare™ is the only contact center that offers agents complete mobility and full access to the corporate information they need. Complete convergence between fixed and mobile calls, between voice and data mode and between private and public networks ensures the best accessibility possible. Through customizing contact-center use in a multitude of areas, customers can receive individual service offerings that will bring them value and reinforce their loyalty. Solidus eCare™ offers agents the best possible support in order to provide customers with the most professional service – at all times.

When similar products or services
are offered at similar prices by
different providers – why should
the customers choose yours?
Because you treat them better.