BUSINESS INTRODUCTION

Helping our clients in their digital transformation

Norrvik is a Cloud based service provider for CCaaS (Contact Center as a Service) Contact Center as a Service is the best way to focus on your business without the hassle managing and operating the service.

- Whether you want to establish a new Contact center for your business or even upgrading the existing contact center capability, it is the time to have a cloud contact center because either way it is cheaper.

- Enjoy the cloud luxury service of operating your contact center with zero IT team involvement and reduce the financial cost of buying hardware, software licenses and upgrading etc.

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What's our customers saying

" norrvik cloud collaboration helped us to reduce the IT financial over head 34% "

We use to have on price IP telephone and contact center and we had to face some of limitation because of license issue and sometimes upgrading plan and hardware capabilities but this was from our past now with norrvik cloud collaboration we just focus in our business.

We are a Travel agency and and our IT staff team was grouwing dramatcly but when we offload the services from on primes to the cloud we do not need to hire Technical engineers.

We are a group of companies and moving to norrvik cloud saved us from having on primes system in each company in the group.

Cloud collaboration

8 out of ten organization using cloud collaboration in a way or another, so it is not about cloud or not but it is about which cloud

Cloud Market

Since 2015 we are working closely with our customer to help them with their digital transformation plans.

87%

Of CTO believe that the cloud will help them to reduce the operational cost and enhance the productivity of the organization.

99% of software companies shows that all their next releases in 2020 will be directed to cloud and all licenses promotions will be for SAAS

Moving to cloud reduce unnecessary operation cost which not related to you core business

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Why cloud ?

IT studies shows that operation IT infrastructure is more costly than buying it, so why to get into this hassle !!

No lengthy deployment and project management

No Hardware no equipment, no Servers no Software.

No capital expenses (CapEx) it is only OpEx pay as you go

No unpredictable costs: Pay only for what you use when you use it

No technical staff required we will take care of everything
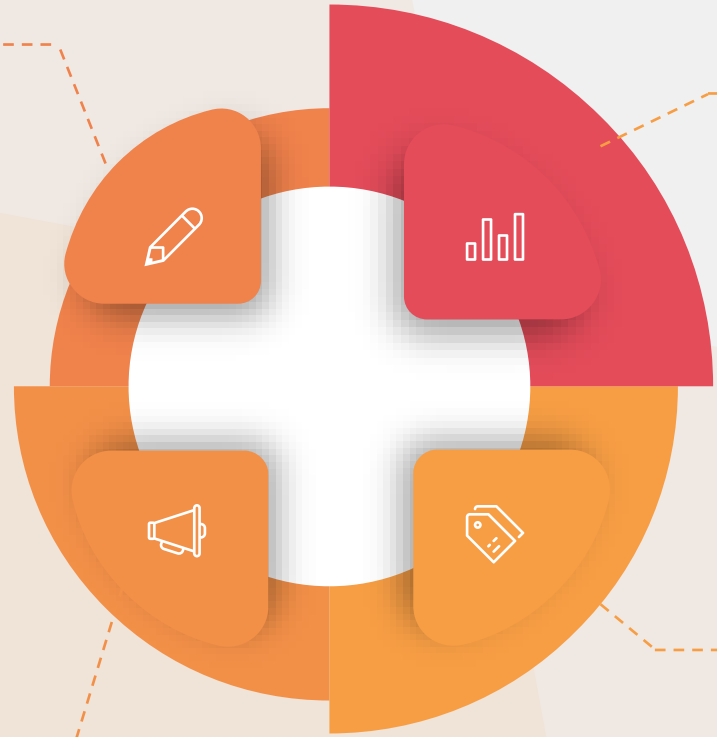
Scale up and down freely no need to plan any upgrade

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Solution scalability

It is the best scalable solution, where you can grow as much as you may need, with our platform in few hours.

Integration

Flexible and Very easy to integrate either with our other services or with a third systems or Services
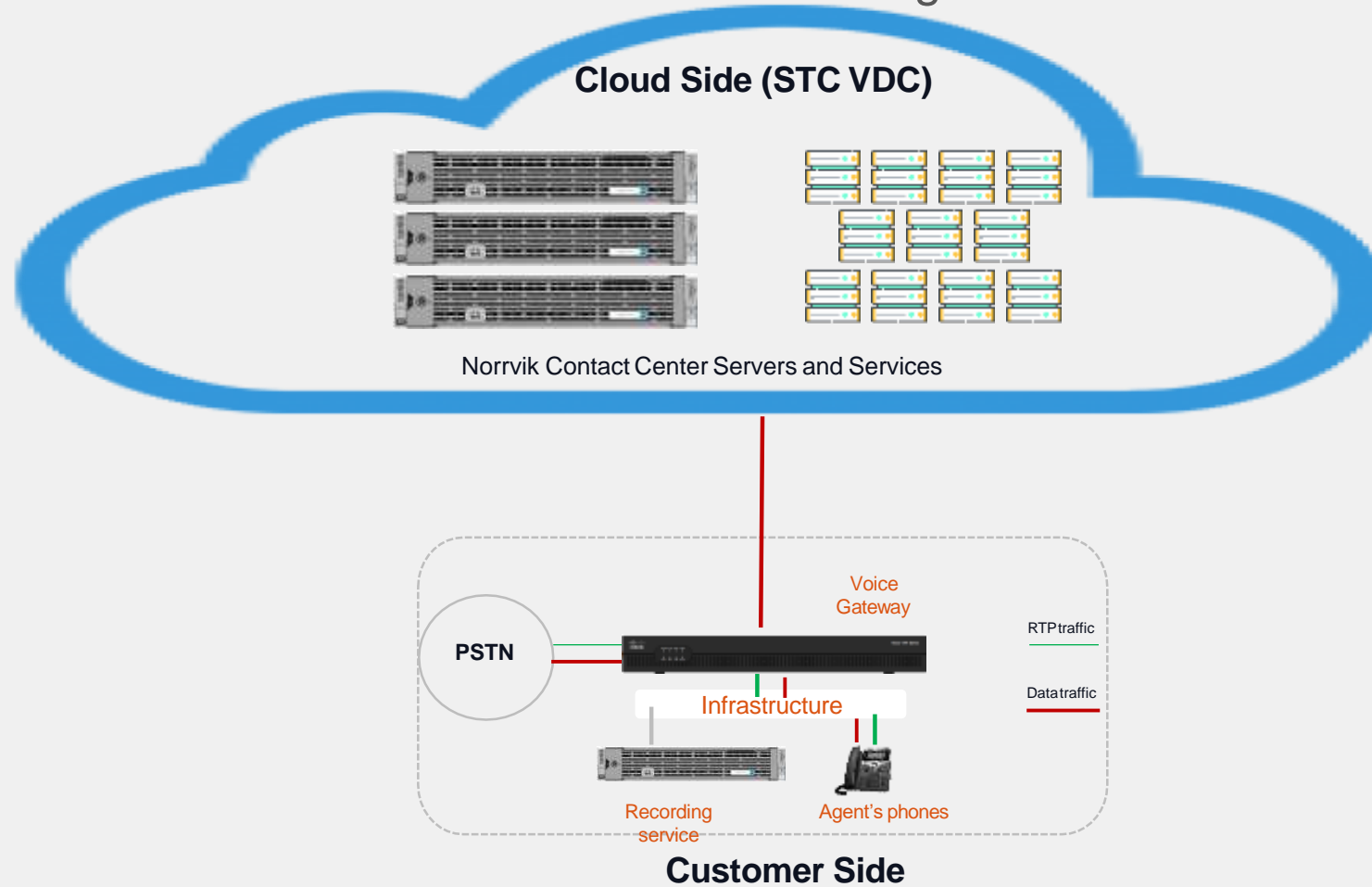
Customer Satisfaction

Customers' satisfaction is guaranteed, as high quality is substantially in the core of our business

Security

We guarantee maximum security level using latest security technologies.

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Contact center Architecture

Architecture Design

Cloud Side (STC VDC)

Norrvik Contact Center Servers and Services

Voice
Gateway

RTP traffic

PSTN

Infrastructure

Data traffic

Recording
service

Agent's phones

Customer Side

www.norrvik.net

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STC Norrvik Deployment Options

STC norrvik cloud

Management

Norrvik Data Center

Pure Hosted

Hybrid Cloud

Cloud Redundancy

Private Cloud

Different deployment options to suits any business

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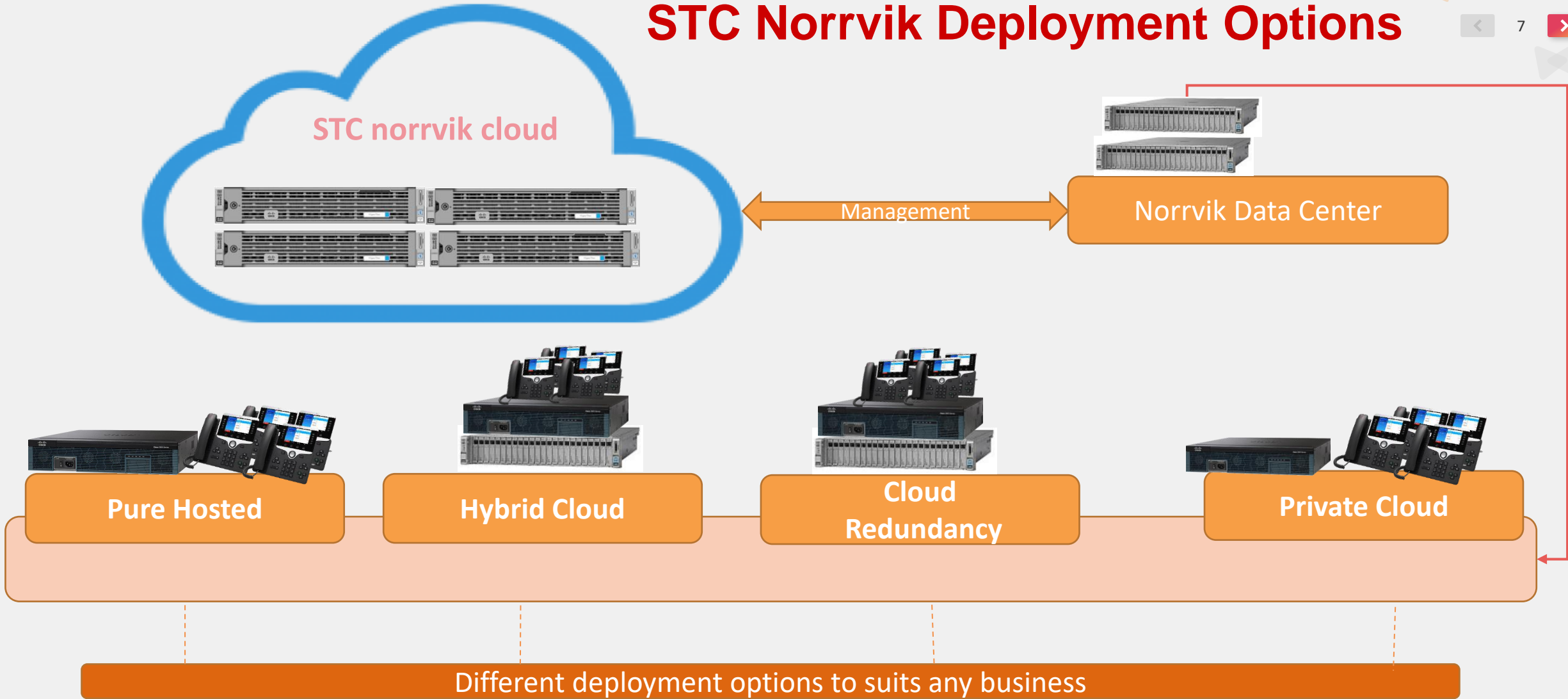
Regional offices

Multi regions and different location will work as they are in one place, and we only need to place our voice gateway in each location to be connected together through the cloud.

All users in the regional offices will call each other off net which will be through the cloud service.

A voice gateway will be installed in each regional office in this voice gateway there will be internet connection the cloud and local telecom lines.

This gateway will be managed as part of the service
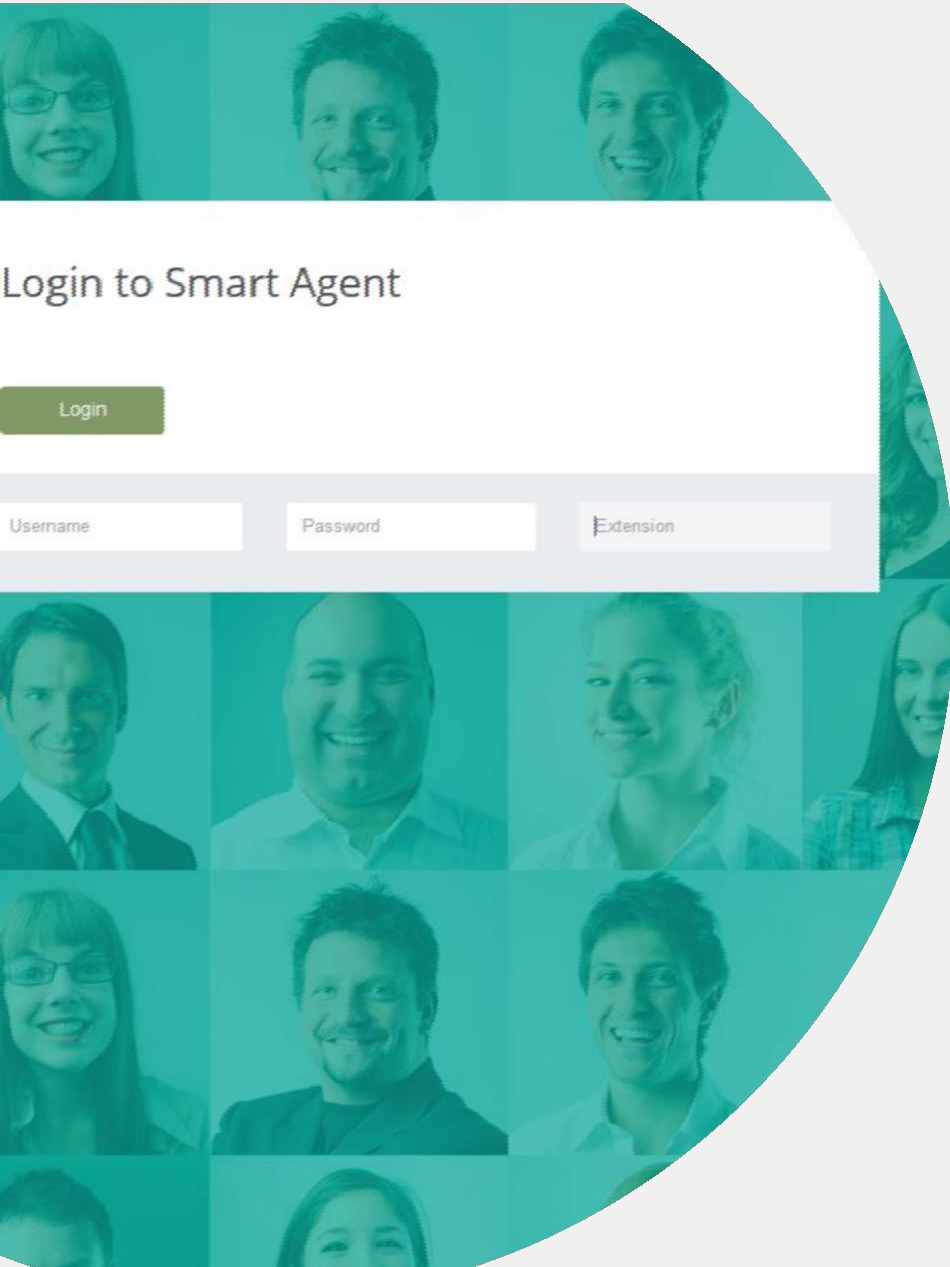
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Main System Components

SmartAgent

SmartReporting

SmartWallboard

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Smart Agent

- SmartAgent is the next-generation agent and supervisor desktop provides a collaborative experience for the communities that interact with your customer service organization.

- It also enhances satisfaction for your customer-care representatives.

- A Web Based Application with no need to install any application on the PC or laptop.

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Smart Agent

In addition SmartAgent gadgets provide agents and supervisors with a rich live and historical statistics gadget to improve team performance and increase service level agreement.

NOT_READY   Smart Agent   tesla agent1 (1003) - Extension **1003**

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Sign Out

Agent Gadgets

Make A New Call

List of Contacts

First Name	Last Name	Number	Note
teslaagent1		1003	
teslaagent2		1004	
TeslaSupervisor		1005	

1	2	3
4	5	6
7	8	9
*	0	#

Call   Cancel

Agents Status

Agent Name	State	Reason	Duration
tesla agent1	NOT_READY		00:02:09
tesla agent2	LOGOUT		12:37:06
tesla Supervisor	NOT_READY		21:13:08

Queue Statistics

Queue Name	#Call	Longest In Queue	Ready	Not Ready	In	Out	Other
Tesla_Main_SG	0		0	1	0	0	0

Call History

Type	#Number	Status	Queue	Start Time	Duration

Recent State History

Start Time	State	Reason	Duration
2018-08-16 10:04:23	NOT_READY		00:02:09
2018-08-16 10:04:23	NOT_READY		00:00:00

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Smart Reporting

Smart reporting tool for all your contact center reporting Real time and historical with much more advance features

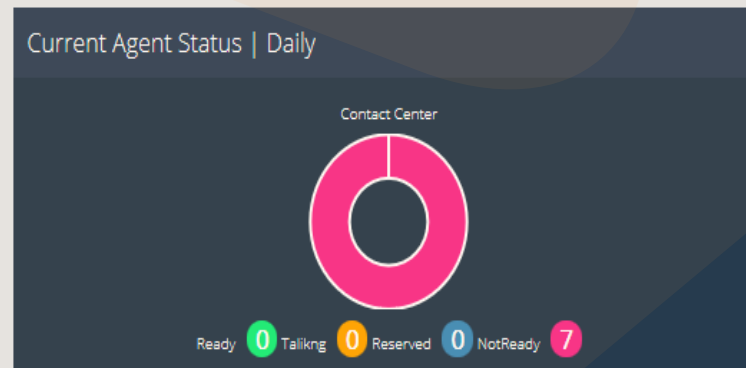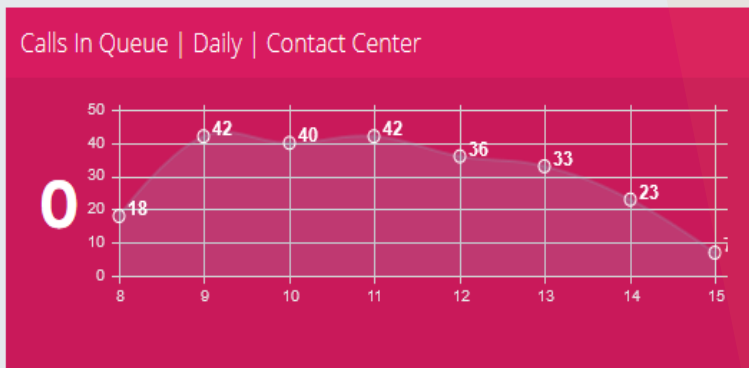Boost your business with business statistics and powerful reporting to stay on top of the competition

Web based

Secure

Downloadable

customizable

Send by email

Smart Wallboard

Smart wall board will give you insight about your contact cnter in real time

Super visor and contact center manager can take a decision of reskilling or guiding agents based on the statistics in the screen

Ticketing system

Web based ticketing system to log all the technical issues and requests to be handled by the technician on site, using their smart phone application they can handle and update any tickets that assign to them

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Welcome, **Ahmed**. | Admin Panel | Profile | Log Out

Dashboard   Users   Tasks   **Tickets**   Knowledgebase

📑 **Open (1)**   📑 Overdue (1)   📑 Closed   📋 New Ticket

[advanced] ?

🔍 Sort ▾

🔄 **Open Tickets**

🏳️ ▾   👤 ▾   ↗️   🗑️

	Number ⬍	Last Updated ⬍	Subject ⬍	From ⬍	Priority ⬍	Assigned To ⬍
☐	📄 **384913**	12/13/16, 3:08 PM	📄 osTicket Installed!	osTicket Support	Normal	

Select: All None Toggle

Page: **[1]** Export ?

Showing 1 - 1 of 1

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Norrvik Features

❖ Email Integration

❖ Automated Outbound

❖ IVR Self Service.

❖ Local Outsource Agent/ Supervisor.

❖ International Outsource Agent/ Supervisor.

❖ Work Force Management (WFM).

❖ Quality Management (QM)

❖ Voice Mail.

❖ Non-Working Hours Gadget.

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