Global Access

MCXess
MULTI CHANNEL TELECOM SOLUTIONS

Accessibility does not stop at the border. Over the years, global accessibility has become a requirement for many companies who operate internationally or have international aspirations. Internationalization has also found its way to consumers as well. Experiencing no threshold to cross borders to purchase, obtain information or communicate with companies, consumers expect to be able to have access to any company who meets their needs.

Cover the world with your corporate accessibility

MCXess offers international & universal Free Phone, Premium Rate, Shared Cost numbers, 'Virtual' geographic numbers in totally over 89 countries worldwide. Text Messaging services are offered in approximately 240 countries around the world. Global accessibility is MCXess' core business.
The rising of internet has also impacted the global interaction with customers. Interactive communication such as webchat and FAQ's on the website are communication channels which have a high impact on globalizing your level of accessibility and complying with your customer's need for 24/7 communication.

As an independent communication integrator MCXess has realized a unique global coverage on Voice services and Text Messaging solutions. Routing calls from any access number to any destination number worldwide has proven not to be an issue and is widely successfully implemented for MCXess clients. Adding 'the best of breed' Intelligent Network (IN) Solutions in order to increase customer contacts, improve efficiency and customer service levels, separates MCXess from its competitors around the world.

Globalizing your target group

Via Global accessibility and communication solution, MCXess offers your company (inter)national allure, independent of the location of your headquarters or subsidiaries. Global accessibility enables your company to serve, communicate with and inform consumers anywhere from around the globe.

Improving Caller Satisfaction

MCXess is independent of any network operator, provider or platform. We combine international access numbers with the best pricing with 'the best of breed' hosted Routing and Intelligent Net work services.

Should your company be based in one country however having a contact center in another country, MCXess' Global Access solution creates the optimal global access and routing to your contact center. Without having your customers notice where there call is routed to, they will experience a smooth and customer friendly service.

Satisfy customer demands in a globally communicating world can easily be realized by adding intelligent features such as skill-based routing, whispers announcing the callers country, speech recognition or text-to-speech functionalities to your existing telephony infrastructure. Global accessibility being a custom made solution enables you to cross borders and exceed caller expec tations.

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All ingredients for successful customer contacts

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MCXess is a Communication Integrator. Realizing global coverage by combining Multi Channel access with Hosted High-end Telecom Services.

Offering solutions to increase customer contacts, globalizing target groups as well as for improving efficiency in front offices eventually creating the customer experience.

High revenue & low costs

As a communication integrator, MCXess has successfully negotiated contracts with suppliers as a result of which we are able to offer you volume discounts on tariffs and an advantageous outpayment on your premium call traffic. In a world were Text Messaging similar to call traffic has crossed borders we offer a competitive pricing on procurement of flat fee and premium text messages.

To work cost efficient global access can be offered via multiple ways. Whether this is Universal Freephone, International Toll Free Service number or, in an IP environment Virtual Geo number, MCXess consults you in determine the best access solution for your company in the countries of your choice.

Prompt implementation

Implementation in a complex international environment can be considered a challenge. Nonetheless, with an experienced project management team we offer a fast implementation of the solution, enabling you to be operational within a predetermined timeframe. Implementing Intelligent Network services is always dependant on the complexity of the solution but is completed according to a thoroughly thought through implementation plan agreed between you and MCXess.

MCXess works according to the Prince II project & implementation methodology. With our compliance to this well-known methodology speaking the language of many international organizations.

Ongoing service

Ongoing project management is an important aspect of our total service. Our project managers and our 24/7 service desk therefore take a prominent role during and after completion of the implementation. Managing your own multi channel accessibility environment has the ongoing support of our employees though with our webbased tools you are at any time proficient to amend parameters in your contact center environment through our online IVR Manager. You will be more capable by saving time, creating efficiency at your aspiration and convenience, managing your inbound traffic and monitoring the quality of your service.
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