

LOCAL & NATIONAL ACCESS

EMPHASIZING YOUR CORPORATE IDENTITY



Each contact moment with a (potential) customer is of great importance for your company. The first impression lasts the longest. Leaving a good first impression starts with the vital question; how easily accessible do you present your company? How the customer experiences your level of professionalism, response time, friendliness, call duration and the quality of your overall service and communication are constant performance indicators your customer reviews.

Corporate identity

Utilizing a service number significantly contributes to your company's accessibility. MCXess offers a range of numbers which can improve the accessibility of your company. Free Phone service numbers, Premium Rate service numbers, corporate numbers and basic geographic as well as virtual geographic numbers are all enablers. A service number supports your corporate identity and allows you to communicate one corporate phone number to your customers. MCXess realizes optimal accessibility from a multi channel perspective. Combining access numbers with the 'best of breed' hosted telecom tools. This combination is highly suitable for contact centers, self servicing, interactive payment and direct marketing activities.

With state-of-the-art routing platforms your inbound call traffic can be transferred to any destination such as a person, department and subsidiary of your choice. This can be dependant on the type of question and the responsible and applicable respondent. MCXess helps your company to manage your call traffic optimally, to create maximum caller-satisfaction and eventually create the ultimate customer experience. Supporting your front-office to perform beyond expectations by adding telecom tools (Intelligent Network) such as voice response, intelligent routing, speech recognition and text-to-speech guarantees a high quality service for your customers.



Freephone

Freephone service numbers are ideal for optimizing your customer service and enable you to be nationally accessible through one service number, free of charge for the caller. Freephone service numbers are ideal for all customer service purposes, introductions, non-profit purposes, for advertising campaigns as well as for telesales. Free Phone service numbers are often used for lead generation, improving the response to campaigns and improving your business image.

Premium rate

Premium rate service number charges costs to the caller and is for many companies the way to earning money for information services via telephony. The costs as charged are including an extra fee for your company, which means your organization generates additional revenue from incoming call traffic. Premium rate service numbers are often used for generating revenue from offering services via phone such as ordering products, providing information or mobile services.

088-numbers

088-numbers or corporate numbers enable you to be nationally accessible against a local tariff. Not dependant on the location of your company, a corporate number offers your company a national corporate identity. Several offices or subsidiaries can be made accessible via the same corporate number. This means that your company communicates one corporate number, but creates accessibility for multiple locations/ offices nationwide. Callers experience the advantage from a geographic caller tariff, not dependant on their location in the Netherlands. 088-numbers allow adding all facilities of IVR intelligence similar to a regular service number which brings an additional advantage to your corporate identity.

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.

IP telephony. With the rise of the internet, telephony through the internet is rapidly earning the trust of organizations and customers. Via the Voice over Internet Protocol (VoIP) a protocol, optimized for transmission of voice through the internet, companies can generate external and internal accessibility via a cost efficient way. Because of this development, telephony through the internet has become the future in the area of communication.

MCXess' Access solutions will enable your company to empower your corporate identity, increase customer contacts and improve your efficiency.

Text Messaging

Text messaging also emphasizes your corporate identity. Communicating via text messaging gives your company and your brand an innovative and young image. Utilizing text messages enables you to update your customers or provide requested information in a compact and direct way.

In essence, your company's corporate identity will be improved by offering consumers multiple access possibilities through service numbers, live chat and text messaging. MCXess' Access solutions emphasize your company's national character and can be integrated in your existing infrastructure without making significant investments in hardware or maintenance

Whether you implement a Freephone service number or a geographical service number, your company takes away any threshold to call. Adding Intelligent Network services to accessibility via any service number or interactive communication channel creates a 24/7 interaction with your customers.

Management upgrade

MCXess offers real-time and online statistics and management tools as additions to the Access numbers. This in-depth insight in both your inbound and outbound call traffic, provides a better understanding of how is dealt with your call traffic. The webbased management and reporting tool enables you to amend telecom parameters based on the obtained data anticipating fluctuations and improving agent efficiency.

Total service

MCXess guarantees the same network reliability as the major telecom providers in today's market. Our network reliability reaches up to 99,9%. Fulfilling the role of communication integrator MCXess is independent of any network operator or provider. We are your partner throughout the whole process, from creative development until implementation and we go further. Project management and ongoing support are key in MCXess' customer strategy. With an experienced team and a 24/7 helpdesk our experienced employees work with you in a collaborative environment continuously optimizing your accessibility and customer interaction.

