White paper offers advice to businesses exploring cloud solutions

"South African contact centres are finally starting to understand the benefits of cloud technology. Now they need to educate themselves so that they are able to understand the functionality available, negotiate pricing and become aware of important considerations," said Bruce von Maltitz, Director of 1Stream.

Telecoms professional services firm Nebula recently released a white paper, sponsored by 1Stream and Collab, entitled Hosted Contact Centres, Business Feasibility and Solution Offerings. The white paper was created to serve as a guide, offering independent advice to businesses exploring cloud solutions for the contact centre.

The South African contact centre market is lagging behind the global market and is still dominated by premises-based systems, but the proven benefits of cloud solutions, which include ease of use, improved disaster recovery and reduced total cost of ownership, are enticing for most businesses.

But, warns Nebula, there are a number of factors to consider when deciding which solutions to select, including:

- Required features and functionality;
- The importance of a purpose-built solution;
- The level of integration required with third-party services and across channels;
- The value of integrated e-learning, quality management and workforce management capabilities; and
- Reporting requirements, including historical and real time.

Download 'Hosted Contact Centres, Business Feasibility and Solution Offerings' whitepaper (2.72MB).

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