



Four questions to ask your Contact Centre Vendor

The recent UK Contact Centre Decision Makers Guide from ContactBabel highlights a growing view that 'the technology in place is letting the contact centre down, or at least, preventing it moving forward to the next extent that it needs'. In 2017, the percentage of survey respondents reporting that technology had become an inhibitor had increased to 65% from 60% only a year earlier.

These findings echo our observations of the UK Contact Centre marketplace, where we see so many disillusioned contact centre operators who have had a poor experience of 'Cloud' and think of it as expensive and unreliable.

So if it's time to review or renew your contact centre services, here are 4 questions that you should be asking to ensure that you are enjoying the best possible contact centre experience.

The Four Questions

Question 1

If there is an outage at one of the data centres supporting your contact centre, and you need to switch to another datacentre, how long will your phones be down?

When a contact centre goes down, the service provider will typically move your service to another data centre. How long this recovery process will take is known as Recovery Time Objective (RTO). Some service providers offer RTO service levels of up to 4 hours and that's a lot of downtime for what should be a simple fail-over. By comparison, properly architected cloud solutions should be offering failover capabilities that are measured in seconds rather than hours.

Question 2

If your contact centre goes down and you need to restore from back-up, how old is the back-up copy that you will be restoring from?

When your contact centre service has been restored in the other data centre, this second data centre will be working off a back-up copy of your contact centre systems. So, when was the back-up taken? This morning? Last night? Last week? The age of the back-up is referred to as Recovery Point Objective (RPO).

The contact centre is a dynamic environment in which queuing and routing requirements, IVR announcements and many other activities are being updated frequently. So when service providers offer RPOs of as long as 4 to 8 hours, it's likely that the recovered system will not contain your recent changes - making a bad situation even worse.

Your RPO should be measured in seconds rather than hours and this can only be achieved by implementing the real-time approach to back-ups that are used in true cloud contact centres.

Question 3

If your contact centre software needs to be maintained or updated, what is your downtime window for this planned maintenance?

If the answer is anything other than "None", then you have a problem. Either you are being offered a hosted service, or else your supplier is providing a cloud service that is vulnerable to downtime as it uses two or just one data centre in the infrastructure supporting you.

Question 4

Why is Cirrus so stable?

The Cirrus system is a true cloud offering with an uptime service level guarantee of 99.999% on a 24/7 basis. Our calls are handled simultaneously across a cluster of three replicated data centres in London, Birmingham and Manchester. We can withstand the loss of any of these data centres with no impact to our customer base, meaning no lost calls.

Data is replicated between the data centres at speeds of 0.1 seconds. In the event of a catastrophic data centre failure, it is only the calls that were connected via the gateways on that data centre (typically 33%) that would be disconnected. At the point that the affected callers/ agents redialled, they would automatically be connected via the remaining 2 data centres. Therefore, RPO is 60 seconds, and RTO is 60 seconds.

Such is the excellence of our solution that Cirrus won Best Enterprise Contact Centre solution at the CNA Awards. The award was made in recognition of the implementation of a 200-seat contact centre and 60 seat business continuity centre to support complex needs across multiple locations and successfully processing high volumes of interactions.:

Not all cloud contact centre solutions are built equal

Scalable, stable and secure – true cloud contact centre solutions from Cirrus.

Just a minute! Many suppliers quote a 4-hour Recovery Time Objective (RTO) when one of their data centres fails. With Cirrus, you will be up and running within 60 seconds.

Minimal Data Loss. Should you have to cut to back-up, the version Cirrus uses is less than 60 seconds old, which means virtually no loss of data.

Zero impact. When we carry out planned updates and maintenance on your contact centre, the downtime required is zero - ensuring your systems are always available.

Our unique triple-live data centre architecture has been awarded Best Enterprise Contact Centre solution at the CNA Awards.

Learn more about our Cloud Contact Centre solution or request a demo and learn how our solution can help your business improve its contact centre environment

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