



University Clearing

Make the right call with Gamma



100%

Calls delivered*

54,000

concurrent calls*

100%

network availability*

62

supported universities*

17%

increase in peak traffic volume 2021

Clearing Heritage

Clearing can be a stressful time for any university on top of all the other issues and challenges you face every day.

With the testing time your telecoms infrastructure is expected to have during Clearing, you need to make sure you can stay in contact with students at the busiest time of the year, and have a reliable contingency plan in place.

Gamma has over ten years proven experience of delivering successful University Clearing.

Hassle-free Clearing

We'll support you all the way, doing everything we can to ensure the Clearing process is as smooth and simple as possible. We provide you with a dedicated support team and project manager to design, review and test each aspect of your communications infrastructure, so you'll be ready for a hassle-free Clearing.

Go multi-channel

Applications for Clearing via voice calls have been falling year on year. More students are preferring to contact universities in other ways, such as online chat and email. To meet this demand, universities are trying to find different channels of communication to offer students more choice. Our solutions provide the flexibility required for multi-channel communications.

Stay Connected

Gamma has a Clearing product to suit you. Add temporary capacity to accommodate increased call volumes, together with queue and control of calls in the cloud. We have the expertise to deliver multiple resilience options so no calls are missed, enabling a seamless return to 'business as usual' when Clearing is completed.

* Figures based on 2021 performance during Clearing

New for 2022 - Horizon Contact

Smart ways of working with omnichannel

We have added Horizon Contact to our portfolio of Clearing solutions for 2022. Horizon Contact is our integrated business communications and contact centre solution that simplifies caller interaction.

It provides a consistent quality omnichannel solution. The interface gives agents a master view of communication across all channels and supports inbound and outbound

voice channels, web chat and email, enabling a highly personalised experience, making it perfect for Clearing.

With easy-to-create complex interaction flows, dynamic skills-based routing and IVR self-service options, Horizon Contact allows you to connect students to the most appropriate person faster, improving first contact resolution and delivering an enhanced level of care.



Voice Channel

Horizon Contact provides a comprehensive set of voice features to enable agents to make and receive calls and manage the current and historical communication with callers.



Advanced Queue Management

Student interactions can be queued and managed within the contact centre environment. Calls / emails can be prioritised into VIP queues to improve first contact resolution.



Call Back

We understand that students aren't always in a position to wait in a queue to speak to an agent. Horizon Contact can be configured to assess a caller's position in the queue, announce the estimated wait time and offer the caller the option of a call back if the wait time is too long. Selected time slots can also be offered to provide a more flexible call back option.



Call Recording

With Horizon Contact, you can choose if you want to record inbound, outbound or internal calls for customer service, training or audit purposes. Students can also be provided with the choice to opt out of their calls being recorded, however agents can still select to record their part of the call.



Skills-based Routing

This allows you to automatically route calls to the most qualified agent, thereby improving levels of user experience and first call resolution.



Email Channel

Horizon Contact can be connected to email servers to send and receive emails, which can be configured and assigned to different queues.



Wallboards and Live Data

Wallboards can easily be constructed to show powerful live data from the minute an agent starts to handle a call, email or web chat. The dashboards present information relating to service numbers, queues, and live status events such as the availability of agents, which is fundamental for supervisors to review performance, and in addition change the status of agents if they are no longer available.



Management Reporting

There is a comprehensive reporting tool built into Horizon Contact that enables multiple different reports to be created and viewed with the Horizon Contact portal. Reports can be scheduled and exported either to a third-party reporting tool or to manager's email addresses.



Webchat

Webchat is the fastest growing communication channel and, using simple tools, you can embed code into your website that will connect students directly to the most skilled agent. Webchat conversations can be served between calls to ensure high agent productivity or agents can work on multiple chats at the same time.

Horizon Contact is built on a dedicated voice architecture with advanced call control features to efficiently manage high call volumes and deliver calls seamlessly.

Platform Monitoring

We proactively stress test our platforms based on previous clearing data, including projected growth in calls, to ensure we have the capacity to deliver the requirements of this very busy period. The platform performance is continually managed through the clearing period using real-time data.

Solution Design and Delivery

We have a dedicated team to help you deliver the right solution tailored to your needs.

Scalable and Flexible Service Delivery

Because Horizon Contact supports WebRTC, adding agents couldn't be simpler when all they need is a licence, an Internet connection and a supported browser. Agents can work anywhere and queues are dynamically managed to deliver calls efficiently.

Business Continuity

Horizon Contact is hosted entirely within the Gamma network and is geographically distributed across four UK data centres providing full resilience against equipment or site outages.

Preparation and Planning

We will work with you closely to review your go-live strategy and fully assist with your test planning to ensure a successful Clearing delivery.

10+

Gamma has over ten years experience helping universities find the right solution for Clearing.

1/3

One third of universities in the UK trust Gamma to keep them connected during Clearing.

387,227

The number of Clearing calls Gamma successfully delivered over SIP trunks and Inbound on 10/8/21.

28,000

The value of tuition fees over a 3-year degree period for one unfilled course slot.



If you are a university looking to set yourself apart from the competition and make Clearing the smoothest and most successful ever, please contact us today.

One of our experts will be happy to navigate you through the world of contact centres.



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www.gamma.co.uk