Clearing Solutions

Omnichannel Contact Centre

Clearing pay-per-day offer

We've partnered with Cirrus to deliver an award-winning cloud contact centre solution for Clearing which will provide a highly responsive experience on any channel, and quickly scale up to efficiently manage the volume and complexity of Clearing.

Intelligent routing, queuing and automation options ensures no enquiry is missed. Plus, our unique pay-per-day offer during Clearing significantly reduces licence costs, providing savings of up to 70%.*

* Based on previous University Clearing customer usage

Proven, trusted service

Built for maximum flexibility and functionality, Cirrus enables universities to give students the answers they need on the channel they prefer, with exceptional speed and accuracy. Created entirely as an omnichannel cloud solution, Cirrus delivers market-leading 99.999% uptime for a reliable, secure service that is trusted by universities across the UK.

Benefits

- Pay-per-day licencing during Clearing reduces user costs by as much as 70%
- Create stand-out student experiences on digital channels such as WhatsApp, Chatbot and SMS
- Automate, prioritise and pre-qualify student interactions to reduce waiting times
- Have staff proficient in handling high volumes of enquiries after just 30 minutes training
- Use messaging and real-time monitoring to support operators, wherever they are located
- Intelligent routing ensures interaction are directed to the most appropriate operator

Omnichannel Contact Centre

Dedicated support

We understand that Clearing is a crucial time, so our fully-managed service ensures all Cirrus' university clients receive the very highest level of support. Your assigned technical specialist will provide any technical adjustments on demand and ensure adherence to our industry-leading 15-minute response time.

Universities that trust our Clearing solution

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/clearing