



BYTES
PEOPLE SOLUTIONS

ENABLING TECHNOLOGIES PRODUCTS AND SERVICES

**Providing enhanced, bespoke
customer solutions**

YOUR PEOPLE SOLUTIONS AND
BUSINESS PROCESS OUTSOURCE
PARTNER OF CHOICE



With extensive collective experience in customer service enablement and innovation, we are the ideal partner to ensure that your customer service strategy is accurate and executed with precision.

Whether through implementing your customer contact centre, your technology infrastructure or software and services, Bytes People Solutions is here to support you.



PEOPLE

We have the right people, doing the right thing, at the right time. Our customised training and people development programmes provided by our Skills Factory ensure that highly skilled people are able to manage tasks effectively and efficiently.



BUSINESS

Our experience in the analysis of business processes enables us to implement tailor-made, optimised business solutions.



TECHNOLOGY

We provide trusted technology solutions in support of our BPO business. Our solutions ensure business continuity and flexibility across our sites.

OUR PRODUCTS



emailtopia
internet messaging solutions

MAIL MANAGEMENT

emailtopia Email Management Software is a solution for small to medium sized businesses.

The solution is used to route, track, report on and archive corporate email communication sent to group inboxes such as: info@company.com, sales@company.com or support@company.com.

With customisable rules, a complete communication history and a powerful reporting engine, your email customer service will become as efficient as possible.

Important emails can't be lost, avoided, forgotten or mismanaged.

emailtopia Email Management Software works with all existing corporate mail servers (such as Microsoft Exchange) and supports industry standard mail protocols such as POP3, IMAP and SMTP.



CUSTOMER INTERACTION HUB

The world has gone multichannel. Your customers want choice. They want to be able to call, email, chat, tweet, cobrowse, find answers on their own, and even interact in social spaces. As for you, in today's hypercompetitive environment, customer engagement is the only sustainable differentiator. Delivering memorable customer journeys is both an imperative as well as an opportunity. That is the reason why leading companies have started to transform their siloed sales and service operations into customer engagement hubs that enable delightful customer journeys.

Bytes People Solutions provides the full range of eGain products, including eGain® Mail™, eGain® Chat™, eGain® Cobrowse™, eGain® SelfService™, eGain® Virtual Assistant™, eGain® Offers™ and eGain® Knowledge Agent™.



WORKFORCE MANAGEMENT

Increase profitability and customer satisfaction by optimising your contact center, back office, branch or store.

Teleopti WFM is a world-class Workforce Management solution that encompasses all you need to optimise the staffing and customer service across your enterprise. Our complete solution supports optimisation of your contact centre, back office, branches and stores. Teleopti provides everything necessary to effectively manage your staff, forecast demand, create schedules, develop accurate and insightful reports and improve your overall customer service operation.



VOICE RECORDING

Customers demand increasingly higher standards of service. This and the ever-constricting challenges of corporate governance and regulatory compliance have created a pressing need for total reliability and security in electronic call records.

If your business relies on keeping track of customer phone interactions for quality, monitoring or legal purposes, then you'll appreciate the importance of implementing a reliable and feature-rich call recording and quality management solution.

The CallCabinet® Voice™ Suite combines CallCabinet® CallTracker™ and QualityTracker™ in order to provide a synergistic all-in one solution that enhances an organisation's ability to listen and understand customers' needs, ensures service level goals are met and maintained, and increases call centre productivity, quality and effectiveness



CUSTOMER EXPERIENCE ANALYTICS

Get feedback from your customers wherever they are. Smoke CCS will capture feedback from your customers at every touchpoint across every channel. EYERS software, helps you spot pain points and weak links that are damaging the customer experience. Take the next step and proactively respond to insights that will increase customer loyalty, advocacy and profitability.



BUSINESS INTELLIGENCE

Business intelligence is evolving into a business user centric application to allow the user to make the right choices.

Bytes People Solutions, powered by QlikView, offers business intelligence solutions. We believe information can change the world and that every business user contributes to that transformation. Finding the right information, at the right time, to answer burning business questions is a challenge. With the QlikView Business Discovery platform, Bytes People Solutions will enable you to easily analyse data to gain the competitive advantage.

QlikView is a real time dynamic dashboard that will provide insight into business trends through business process performance discovery.



SOCIAL SOFTWARE FOR CUSTOMER COMMUNITY MANAGEMENT

The Lithium platform comprises a complete set of solutions for social customer support, digital marketing and crowd-sourced innovation that allow you to listen, respond and act on your customers' conversations, creating deeper customer relationships and fostering brand loyalty and advocacy by simplifying how people get answers and empowering them to share their experiences.

The technology delivers a seamless digital customer experience across websites, social channels and mobile devices. It turns your web properties into a social destination that enables you to respond at scale through social channels, giving you the power to engage and enlist customers as extensions of your support, marketing and sales teams.

OUR SERVICES



CONTACT CENTRE SOLUTIONS

The Bytes People Solutions contact centre customer engagement offering is a state of the art management solution.

With a combined contact centre seat capacity in excess of 3000 agent positions nationwide, and the ability to ramp up additional seating as defined by our customers' requirements, our facilities meet the needs of our customers' offsite managed contact centre service requirements.

We make use of the latest technology and infrastructure configurations and our sites further complement one another by offering a high level of efficiency and optimisation.



We are able to create solutions for our customers as a result of our ability to interface at any and every point across their value chains.

Bytes People Solutions caters to the needs of the sales environment as well as post-sales environments. Results are achieved by ensuring that we translate our customers' business objectives and strategies into working solutions which complement and enhance their business.

We offer some of the highest First Call Resolution rates, and Net Promoter Scores across our customers' service estates. Our objectives are to drive down the cost-to-serve through increasing First Call Resolution and improving Customer Loyalty through a differentiated service experience.

Bytes People Solutions is proud to boast attractive offshoring locations situated in the major cities across South Africa. South Africa has fast become a competitive and attractive offshoring destination for many global players.

Our time-zone compatibility with Europe makes South Africa an ideal location for delivering follow-the-sun operations as part of our customers global footprint.

Our nationwide BPO solution includes:

CONTACT CENTRES

- Full Outsource Overflow
- Co- / In-Source
- Inbound / Outbound
- Technical Support Agents
- Telesales
- Digital Direct Sales
- Email / Chat / Social
- Retention
- Back Office
- Offshore DBOT

TRAINING

- Life Skills
- Contact Centre
- Quality Assurance
- Workforce Scheduling
- Consumer Protection Act
- Telesales
- Bespoke Solutions

COMMUNICATIONS

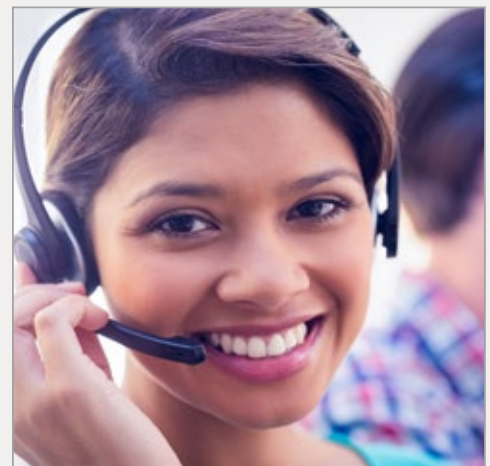
- Hosted / Cloud Engagement
- Voice Recording
- Connectivity
- Headsets
- Video Conferencing
- Digital Signage
- Peripherals

CUSTOMER INTERACTION MANAGEMENT

- Mail Management
- Knowledge Management
- Voice Biometrics
- Social Media Engagement
- Web Self Service
- Chat & Co-Browse
- Speech Analytics
- Workforce Optimisation

PROFESSIONAL SERVICES

- Health Check
- Business Analytics
- Workforce Optimisation
- Management Dashboards
- App Development
- Customer Experience Analysis
- Business Intelligence
- Project Management



BUSINESS PERFORMANCE HEALTH CHECK

Bytes People Solutions offers Business Performance Health Checks - objective, focused business process reviews which is your first step towards identifying business needs and identifying opportunities to improve the efficiency and effectiveness of your BPO business.

Business Performance Health Check is what your business requires, should you be experiencing:

- Declining revenue or profit
- Increased staff turnover
- Reduced productivity
- Decreased customer satisfaction/loss of customers.

PROJECT MANAGEMENT

Bytes People Solutions boasts a team of highly experienced and skilled project managers trained and committed to assist you in managing the most intricate projects within your business.

Project management is the discipline of planning, organising, securing and managing resources to bring about the successful completion of specific project goals and objectives.

We utilise advanced daytime line and milestone managed project methodologies and will be able to assist you in all your project management requirements to:

- Increase level of quality and results of project
- Increase efficiency within your business
- Provide a single point of contact



QUALITY ASSURANCE

Evaluations carried out by our Quality Assurance team provide the basis for measuring performance, and identifying training, coaching, process, policy and system enhancement needs. This involves engagement at every level and informs a great deal of the learning and development strategy, bringing distinctive competitive advantage and organisational success, whether in the contact centre or customer relationship industries. Benefits include improvements in sales, performance, operations and customer satisfaction.

WORKFORCE MANAGEMENT CONSULTING

Workforce Management (WFM) plays a pivotal role in managing the trade-offs between customer satisfaction, operational costs, staff morale and service levels in a contact centre environment.

This is a complex activity that requires high levels of expertise, not only in statistical analysis, modelling and forecasting, but also in customer analysis and process design. Bytes People Solutions provides an end-to-end solution that includes setting up a WFM function, consulting services and WFM methodology training.

Consulting services include defining the As-Is view to highlight areas of opportunity; data analysis to provide forecasting parameters such as seasonality; defining scheduling methodologies incorporating specific constraints and business drivers; mentoring in-house resources and facilitating implementation and education.



SOCIAL MEDIA ENGAGEMENT

The increasing popularity of social media and the impact it can have on your business is well known to most companies. It is increasingly more important for businesses to respond quickly and appropriately to social media engagement from customers in order to ensure improved customer relations and avoid potentially embarrassing situations.

Our world class offering allows you to bring social customer care solutions into your contact centre and blend it with your other engagement channels. When deployed, the solution will allow you to right-channel customers and optimise the return on each engagement. Contact centre focused analytics are merged with social media insights to improve your overall customer experience strategy while ensuring that you are able to manage your social team according to established contact centre methodologies.

Integration into your existing systems and channels means that adoption of the solution is smooth and return on investment (ROI) is accelerated.

BPS HEAD OFFICE

241 Third Rd, Halfway Gardens
Midrand, 1685, Gauteng

Tel: +27 (11) 205 7000

Fax: +27 (11) 205 7110

Email: Gauteng.Sales@bytes.co.za

BPS CAPE TOWN

Ground Floor, Oceana House
25 Jan Smuts St, Cape Town, 8001

Tel: + 27 (21) 832 1700

Fax: +27 (21) 418 0026

Email: CTN.Sales@bytes.co.za

BPS CAPE TOWN

3rd Floor, Heerengracht St
Foreshore, 8001,
Western Cape

Tel: 087 285 0447

Fax: +27 (11) 767 4000

Email: Sales@bytespeoplesolutions.co.za

BPS HORISON

1 Kingfisher St, Roodepoort,
1724, Gauteng

Tel: +27 (11) 767 4000

Fax: +27 (11) 205 7110

Email: Sales@bytespeoplesolutions.co.za

BPS KWA-ZULU NATAL

No. 3 Sugar Close, 2nd Floor
Gateview, Umhlanga Ridge, 4320

Tel: +27 (31) 830 9400

Fax: +27 (31) 566 4695

Email: DBN.Sales@bytes.co.za

BPS MIDRAND

Unit 14, Growthpoint Business Park
Cnr. Tonetti and Old Johannesburg Rd
Midrand, 1685, Gauteng

Tel: +27 (11) 205 7000

Fax: +27 (11) 312 9675

Email: Gauteng.Sales@bytes.co.za

BPS RANDBURG

10 Philips St, Randburg,
2194, Gauteng

Tel: +27 (11) 767 4000

Email: Sales@bytespeoplesolutions.co.za

BPS PORT ELIZABETH

1st Floor, Cnr. 1st Ave and Cape Rd,
Port Elizabeth, 6045, Eastern Cape

Tel: 087 285 0447

Email: Sales@bytespeoplesolutions.co.za

YOUR PEOPLE
SOLUTIONS AND
BUSINESS PROCESS
OUTSOURCE
PARTNER OF CHOICE



www.bytes.co.za

